



2012 City of Austin DirectionFinder® Survey

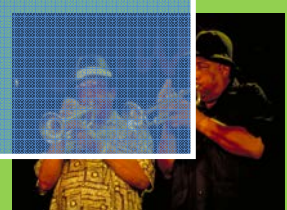
Final Report

Submitted to

The City of Austin, TX



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September 2012





Contents

Final Report

Executive Summary	i
Section 1: Charts and Graphs with Trends	1
Section 2: Benchmarking Data	21
Section 3: Importance-Satisfaction Analysis	34
Importance-Satisfaction Matrix Analysis.....	43
Section 4: GIS Maps	51
Section 5: Tabular Data and Survey Instrument	140

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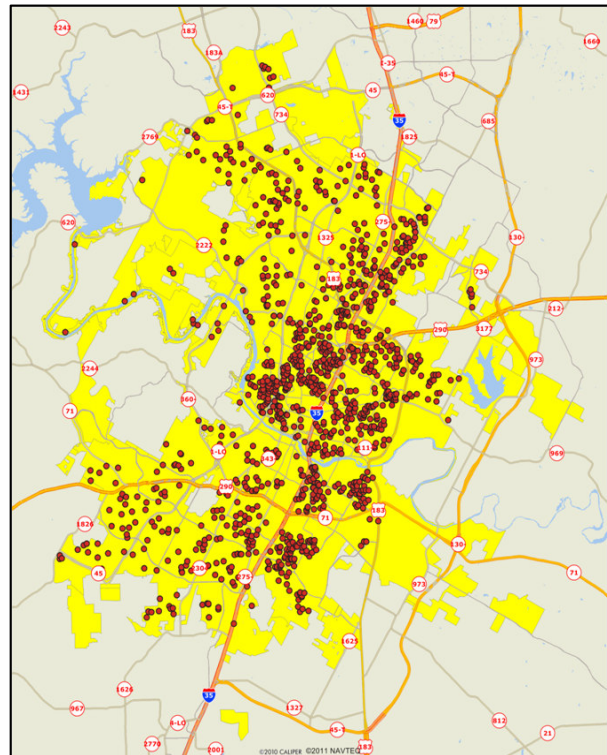
2012 Austin Community Survey Executive Summary Report

Overview and Methodology

During August and September of 2012, ETC Institute administered a community survey for the City of Austin. The purpose of the survey was to assess satisfaction with the delivery of major City services and to help determine priorities for the community as part of the City's ongoing planning process.

Methodology. A five-page survey was mailed to a stratified random sample of 3,000 households in the City. The sample was stratified to ensure the completion of at least 200 surveys in each of six areas of the City: northeast, northwest, east central, west central, southeast, and southwest. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 670 completed the survey by phone and 594 returned it by mail for a total of 1,264 completed surveys. The results for the random sample of 1,264 households have a 95% level of confidence with a precision of at least $\pm 2.7\%$. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail).

Location of Respondents. To better understand how well services are being delivered in different parts of the City, the home address of respondents to the survey was geocoded. The dots on the map to the right show the distribution of survey respondents based on the location of their home.



Don't knows. The percentage of “don't know” responses has been excluded from graphs that show trends from 2009 to 2012 to facilitate valid comparisons. Since the number of “don't know” responses often reflects the utilization and awareness of city services, the percentage of “don't know” responses has been included with the tabular data in Section 5 of this report. When the “don't know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey and trends from 2009, 2011 to 2012 (Section 1)
- benchmarking data that shows how the results for the City of Austin compare to other cities (Section 2)
- importance-satisfaction analysis that identified priorities for investment (Section 3)
- GIS maps that show the results of the survey on maps of the City (Section 4)
- tabular data showing the overall results for all questions on the survey along with a copy of the survey instrument (Section 5)

How Austin Compares to Other Communities

The City of Austin **rated at or above the national average** for cities with a population of more than 250,000 in 36 of the 46 areas that were assessed. The areas in which Austin rated at least 10% above the national average are listed below:

- Overall quality of customer service (+27%)
- The City as a place to raise children (+15%)
- Feeling of safety in city parks (+15%)
- Overall satisfaction with city swimming pools (+15%)
- The City as a place to live (+14%)
- I feel safe in my neighborhood at night (+13%)
- Overall quality of services provided by the City (+12%)
- Overall effectiveness of communication by the City (+11%)
- Number of walking/biking trails (+11%)
- Overall quality of life in the city (+10%)
- Quality of outdoor athletic fields (+10%)
- Quality of residential curbside recycling services (+10%)
- Quality of residential yard waste collection (+10%)



The City of Austin **rated below the national average** for cities with a population of more than 250,000 in 10 of the 46 areas that were assessed. The areas in which Austin rated significantly below the national average (5% or more below the national average) were:

- Traffic flow on major city streets (-12%)
- Overall quality of drinking water (-7%)
- Overall quality of city libraries (-5%)

Perceptions of the Community

Most residents have a positive perception of the City. Eighty-six percent (86%) of those surveyed, who had an opinion, gave positive ratings for Austin as a place to live; 78% gave positive ratings for the quality of life in Austin; 78% gave positive ratings for Austin as a place to raise children, and 78% gave positive ratings for Austin as a place to work. There were no significant increases from 2011 to 2012 in perceptions that residents have of the City; satisfaction with the overall quality of services provided by the City decreased 4% from 2011 to 2012.

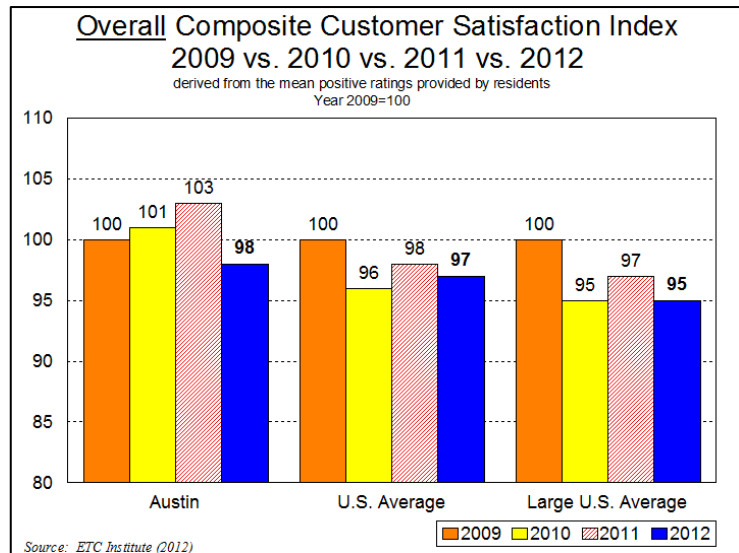
Overall Satisfaction with Major City Services

The major categories of city services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the overall quality of Austin-Bergstrom International Airport (82%), the quality of public safety services (76%), the quality of drinking water services (73%), the quality of City libraries (72%) and the quality of parks and recreation programs/facilities (72%). Residents were least satisfied with the quality of planning, development review, permitting and inspection services (37%).

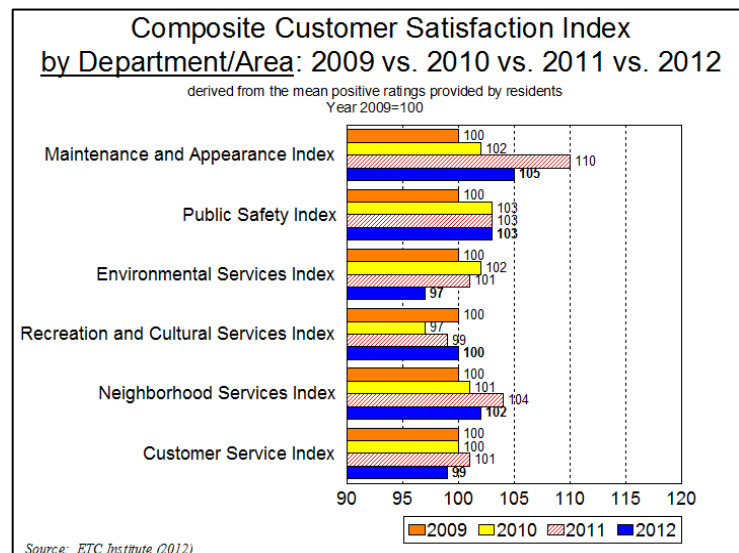
Trends. None of the overall major categories of City services showed statistically significant increases (change of 4% or more) in satisfaction from 2011 to 2012. There were statistically significant decreases (change of 4% or more) in satisfaction for the following services: quality of electric services (-8%), overall maintenance of City streets and sidewalks (6%), quality of drinking water services (-5%), Animal Services (-5%), quality of public safety services (-4%), quality of wastewater services (-4%) and the overall effectiveness of City communication (-4%).

Composite Performance Indices. To objectively assess the change in satisfaction with city services from 2009, ETC Institute developed Composite Customer Satisfaction Indices for the City. The Composite Customer Satisfaction Indices by department/area are derived from the mean rating for each specific department/area. The index for each department is then calculated by dividing the mean rating from the current year by the mean rating from 2009 and then multiplying the result by 100. The overall index is derived from the mean rating of the six Departmental Composite Customer Satisfaction Indices and then multiplying the result by 100.

Overall Index. The chart to the right shows the Composite Customer Satisfaction Index from 2009, 2010, 2011 and 2012 for the City of Austin, all U.S. cities, and large cities with populations of 250,000 or more. The Composite Customer Satisfaction Indices for all U.S. cities and large U.S. cities declined from 2011 to 2012. Much like the national averages, the City of Austin's Composite Satisfaction Index also declined from 2011; Austin's Composite Customer Satisfaction Index declined 5 points from 103 in 2011 to 98 in 2012.



Departmental/Area Index. The chart below shows how the composite performance of specific departments/areas changed from 2009 to 2012. The index compares the mean ratings for all questions that were assessed in 2009, 2010, 2011 and 2012. Since 2009 is the base year, values greater than 100 indicate that the composite performance for the department/area improved from 2009. Values less than 100 indicated that the composite performance has decreased from 2009. Four of the six areas stayed the same or increased from 2009. Environmental Services and Customer Service decreased from 2009.



SATISFACTION WITH SPECIFIC CITY SERVICES

Public Safety Services

The highest levels of satisfaction with public safety services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents, who had an opinion, were: the overall quality of fire services (89%) and the timeliness of Fire response to emergencies (88%). Residents were least satisfied with the enforcement of local traffic laws (62%).



There were no statistically significant changes (changes of 4% or more) in satisfaction in any of the public safety services rated from 2011. However, satisfaction increased slightly or stayed the same in five of the seven categories rated from 2011.

Environmental Services

The highest levels of satisfaction with environmental services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: flood control efforts (65%), the Energy Conservation program (62%), and the Water Conservation programs (61%). All of the environmental services that were rated had dissatisfaction levels of 13% or less.

None of the environmental services showed statistically significant increases (change of 4% or more) in satisfaction from 2011. There was a significant decrease (change of 4% or more) in the water/wastewater utility emergency response time (-4%).

Recreation and Cultural Services

The highest levels of satisfaction with recreation and cultural services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the cleanliness of library facilities (82%), library programs (75%), the number of City parks (73%) and materials at libraries (73%). Seventeen percent (17%) or less of the residents surveyed were dissatisfied with any of the recreation and cultural services assessed.

There were significant increases (changes of 4% or more) in satisfaction in two of the fifteen recreation and cultural categories rated from 2011, including: the quality of outdoor athletic fields (+6%) and the quality of adult athletic programs (+4%). There were no significant decreases.

Residential and Neighborhood Services

The highest levels of satisfaction with residential and neighborhood services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the reliability of electric service (84%), the quality of residential curbside recycling services (83%), the quality of residential garbage collection (83%), the quality of residential yard waste collection (80%) and the safety of drinking water (78%).



None of the residential and neighborhood services showed statistically significant increases (changes of 4% or more) in satisfaction from 2011. The area that showed a statistically significant decrease from 2011 was satisfaction with the safety of drinking water (-4%).

Customer Service

The highest levels of satisfaction with customer service, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: helpfulness of library staff (84%) and the services provided by 3-1-1 (75%). Residents were least satisfied with the review services for residential and commercial building plans (40%).

None of the customer service items rated showed statistically significant increases (changes of 4% or more) in satisfaction from 2011. The area that showed a statistically significant decrease (change of 4% or more) in satisfaction was water and wastewater utility customer service (-4%).

Other City Services

The highest levels of satisfaction with other City services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: Shots for Tots and Big Shots (66%), the City’s efforts to support diversity (61%) and the Food Safety Inspection program (59%). Thirty-nine percent (39%) of the residents surveyed were dissatisfied with the availability of affordable housing.

There were decreases in satisfaction in four of the other City services rated from 2011; the areas with statistically significant decreases (changes of 4% or more) in satisfaction ratings were: the Food Safety Inspection program (-6%), the availability of affordable housing (-5%), the City's effort to support diversity (-4%) and neighborhood planning/zoning efforts (-4%).

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service.

By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in the Section 3 of this report.



Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top three priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Maintenance of City Streets and Sidewalks (IS Rating=0.1691)
 - Public Safety Services (IS Rating=0.1301)
 - Quality of Drinking Water (IS Rating=0.1000)
- **Priorities Within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
 - **Public Safety:** police services
 - **Maintenance/Appearance of the City:** traffic flow and the condition of major city streets
 - **Environmental Services:** the water quality in lakes/streams and water conservation programs
 - **Recreation and Cultural Services:** safety in city parks/facilities
 - **Residential and Neighborhood Services:** code enforcement and safety of drinking water

Conclusions

Based on the results of the City's 2012 survey and the subsequent analysis of the survey data, ETC Institute has reached the following conclusions:

- **The City of Austin continues to set the standard for customer service among large U.S. cities.** Among the 46 services that were assessed on the 2012 survey, the City of Austin rated at or above the U.S. average for cities with more than 250,000 residents in 36 of the 46 areas that were assessed.



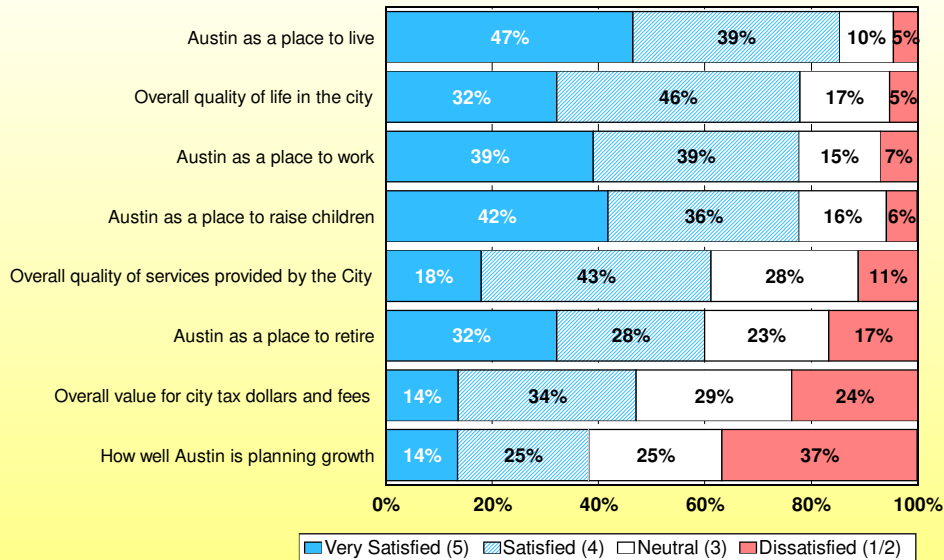
- **Residents generally have a positive perception of the City.** Most (86%) of the residents surveyed were satisfied with the City of Austin as a place to live; 10% were neutral and only 5% were dissatisfied. Seventy-eight percent (78%) of residents were satisfied with the overall quality of life in the City; 17% were neutral and only 5% were dissatisfied with the overall quality of life in Austin.
- **In order to continue moving in the right direction, the City of Austin should emphasize improvements in three major areas: (1) maintenance of major city streets and sidewalks, (2) public safety and (3) drinking water services.** These services had the highest importance-satisfaction ratings among the fourteen major categories of city services that were assessed. By investing in these three areas, the City of Austin will increase the probability that the overall satisfaction rating for the City will improve in future years.

Section 1:

Charts & Graphs with Trends

Q1. Perception Residents Have of the City

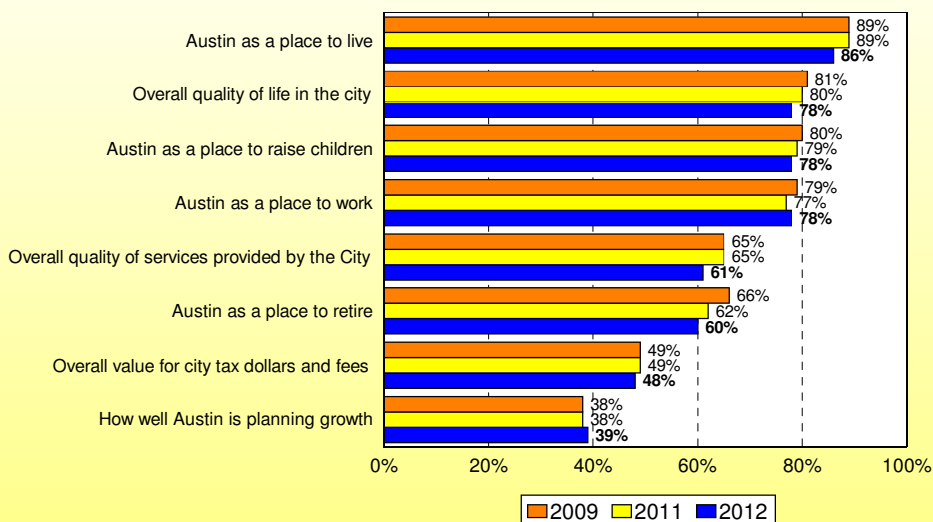
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Overall Perception Residents Have of the City - 2009, 2011 and 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

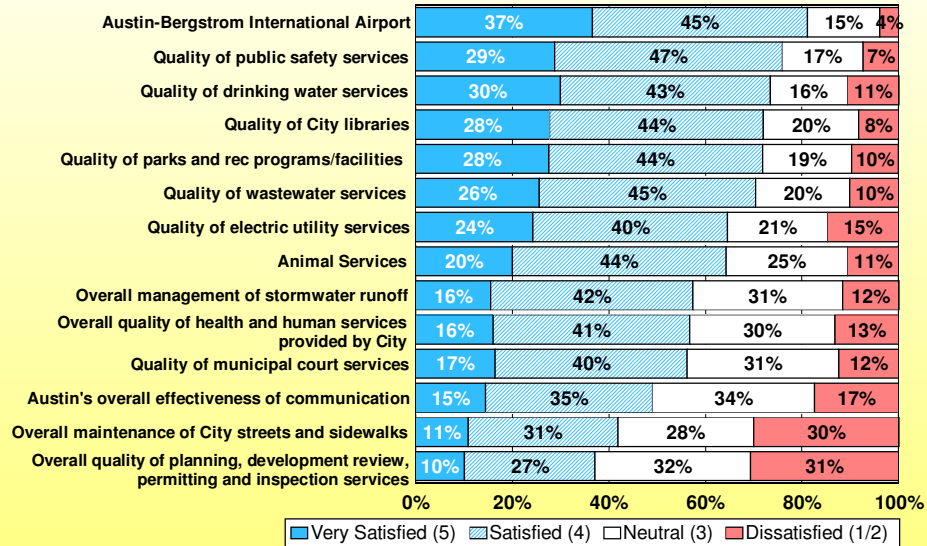


Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Trends

Q2. Overall Satisfaction With Various Aspects of City Services by Major Category

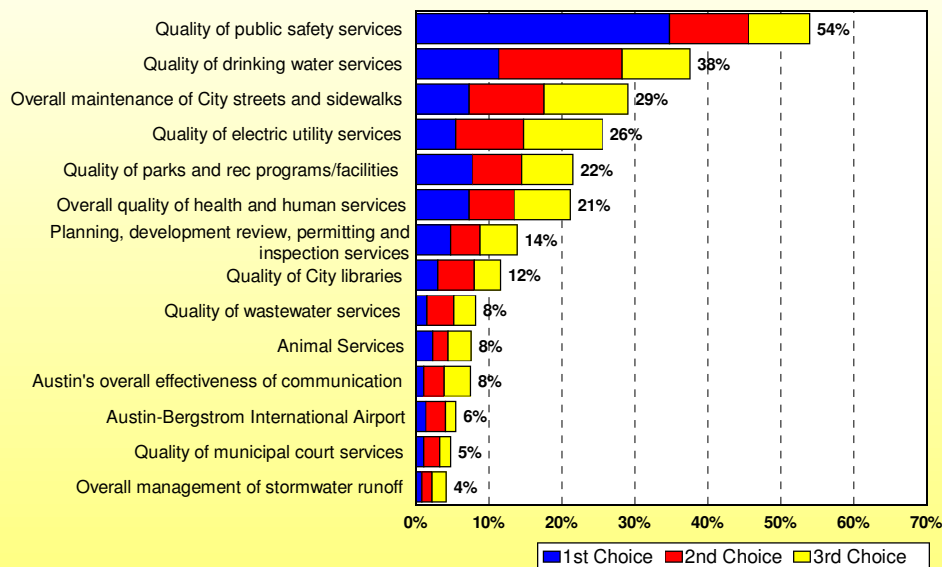
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Q3. City Services That Are The Most Important For The City of Austin to Provide by Major Category

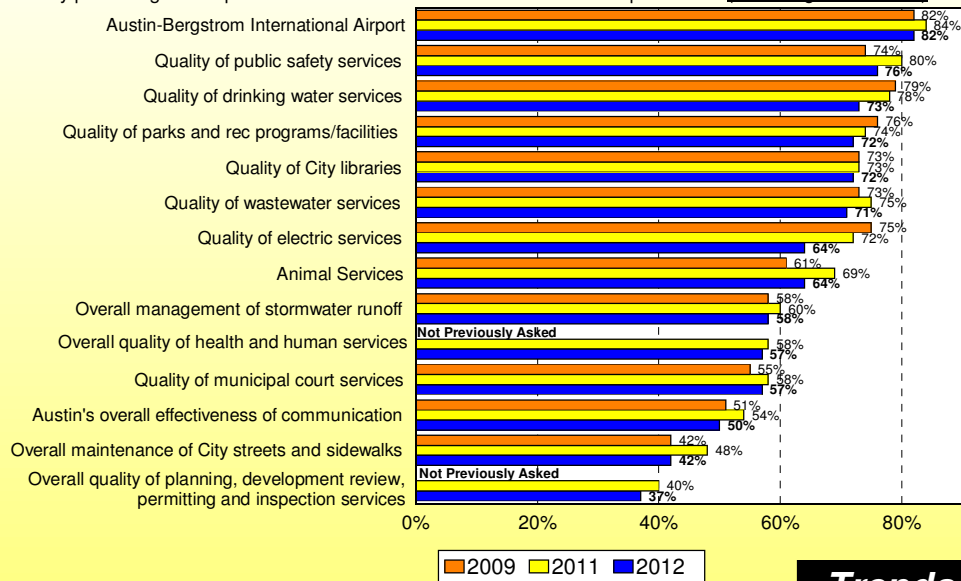
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

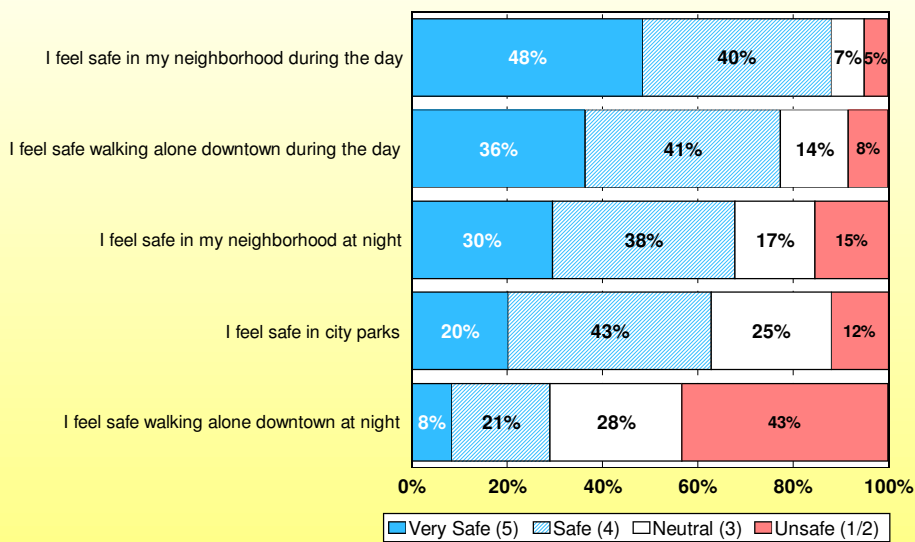
Overall Satisfaction With Various Aspects of City Services by Major Category - 2009, 2011 and 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



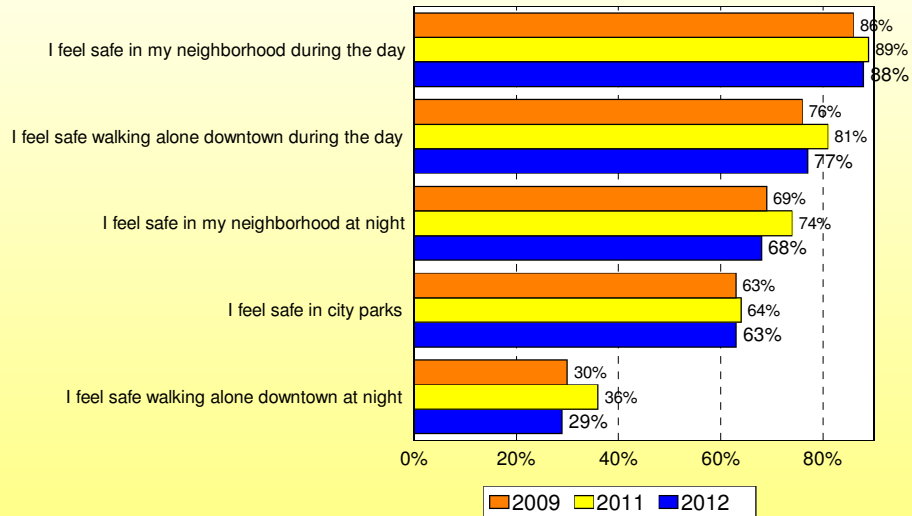
Q4. Perceptions of Public Safety and Security

by percentage of respondents (excluding don't knows)



Perceptions of Public Safety and Security - 2009, 2011 and 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

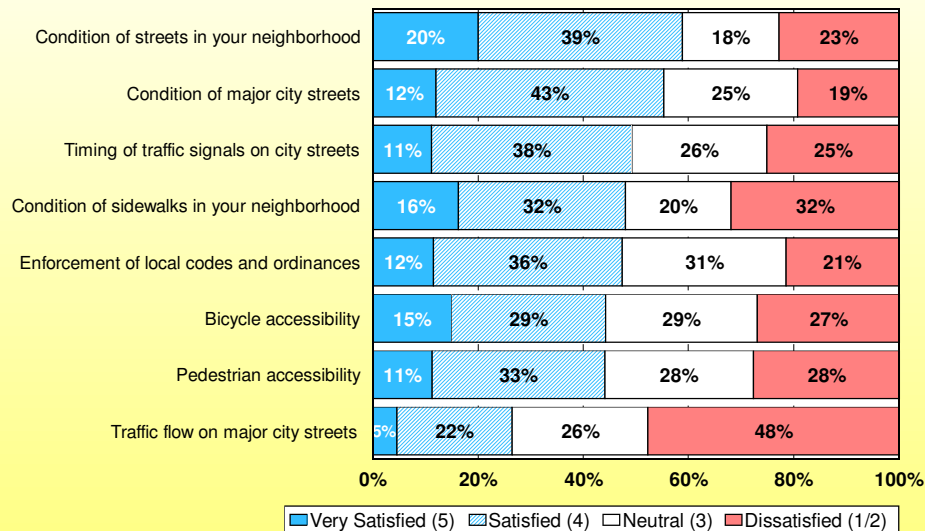


Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Trends

Q5. Satisfaction With Various Aspects of Maintenance and Appearance by Major Category

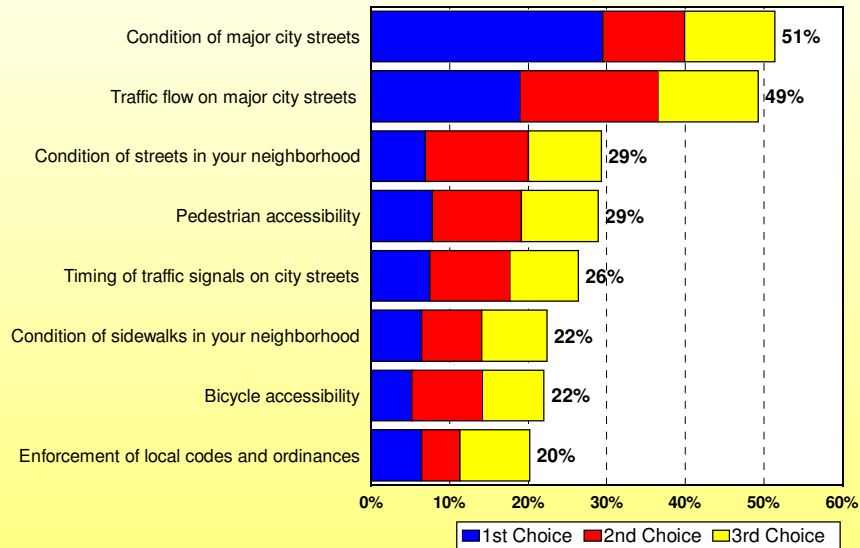
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Q6. Maintenance Services That Are The Most Important For The City of Austin to Provide by Major Category

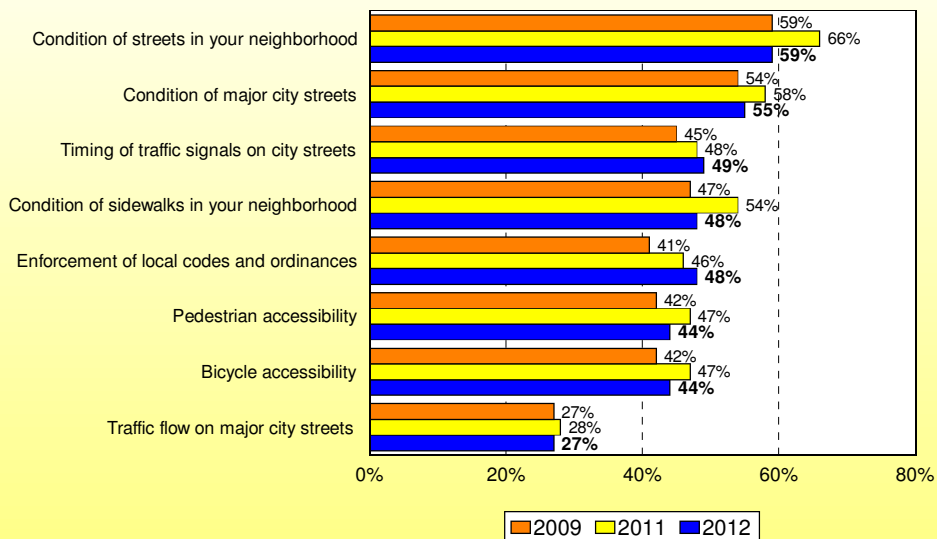
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Satisfaction With Various Aspects of Maintenance and Appearance by Major Category - 2009, 2011 and 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

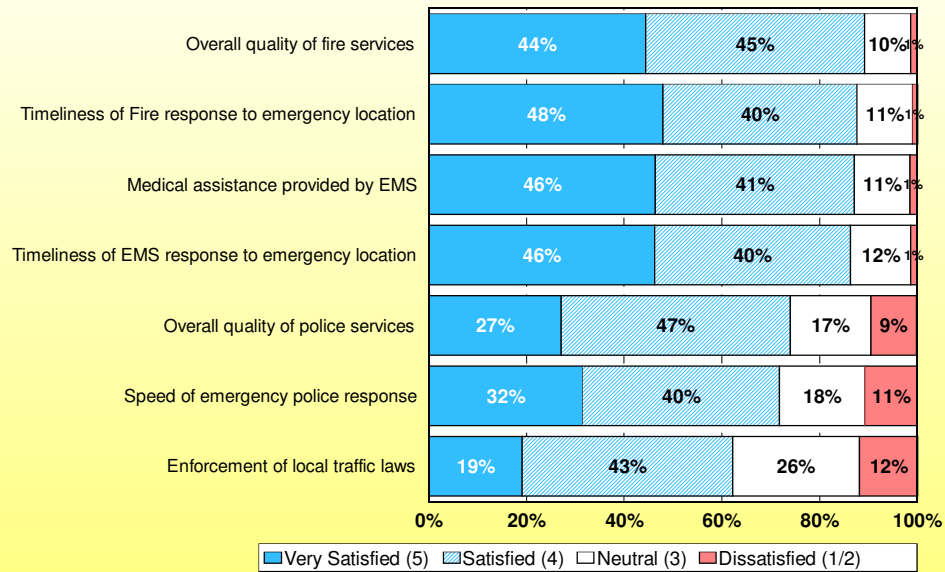


Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Trends

Q7. Satisfaction with Various Aspects of Public Safety By Major Category

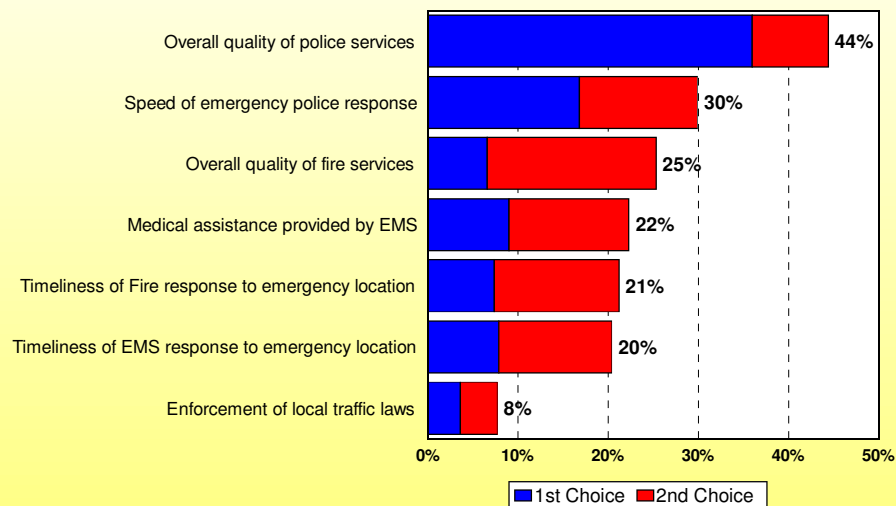
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Q8. Public Safety Services That Are The Most Important For The City of Austin to Provide by Major Category

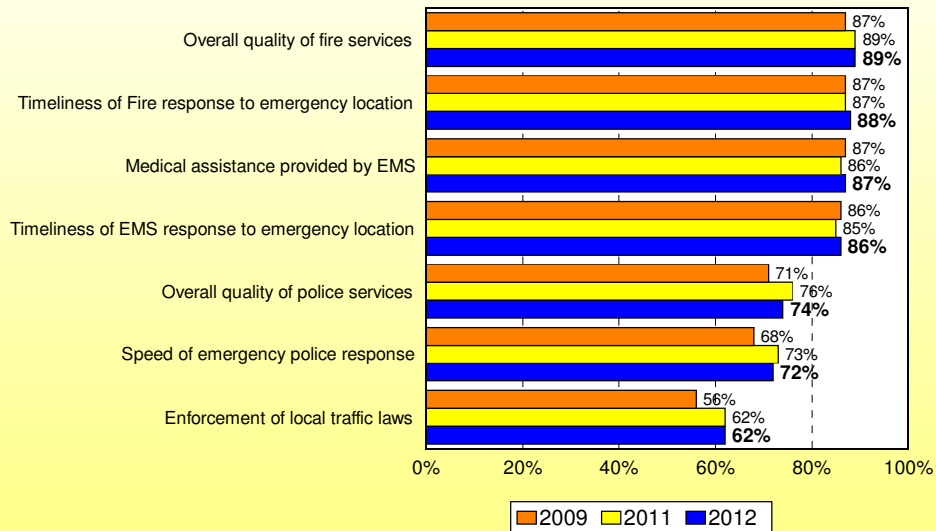
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Satisfaction With Various Aspects of Public Safety by Major Category - 2009, 2011 and 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

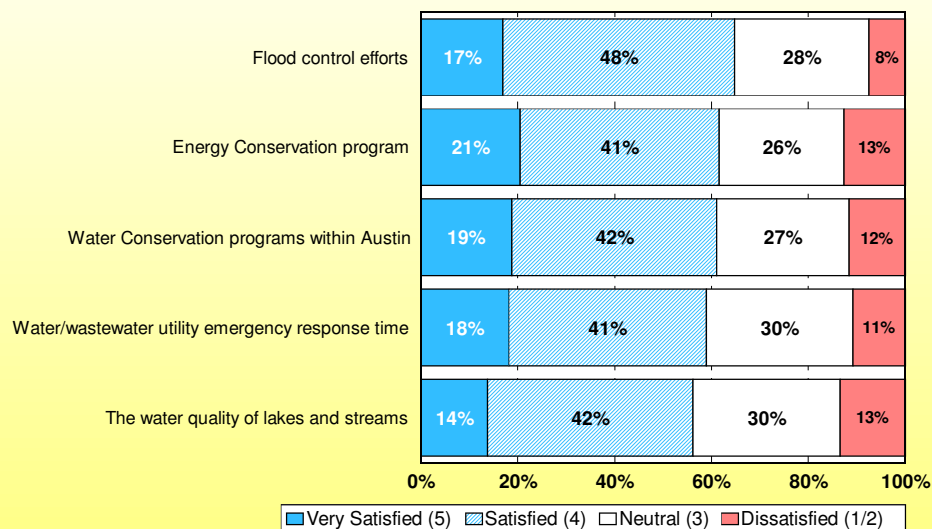


Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Trends

Q9. Satisfaction with Various Aspects of Environmental Services by Major Category

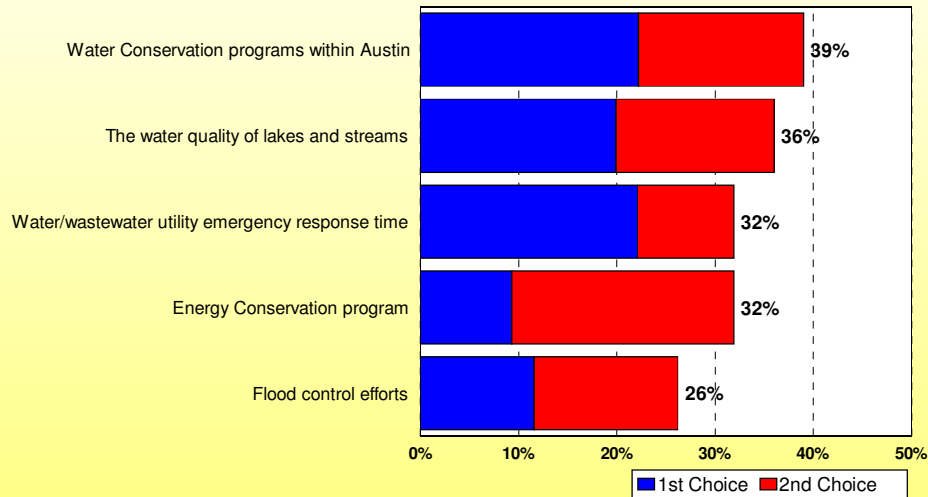
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Q10. Environmental Services That Are The Most Important For The City of Austin to Provide by Major Category

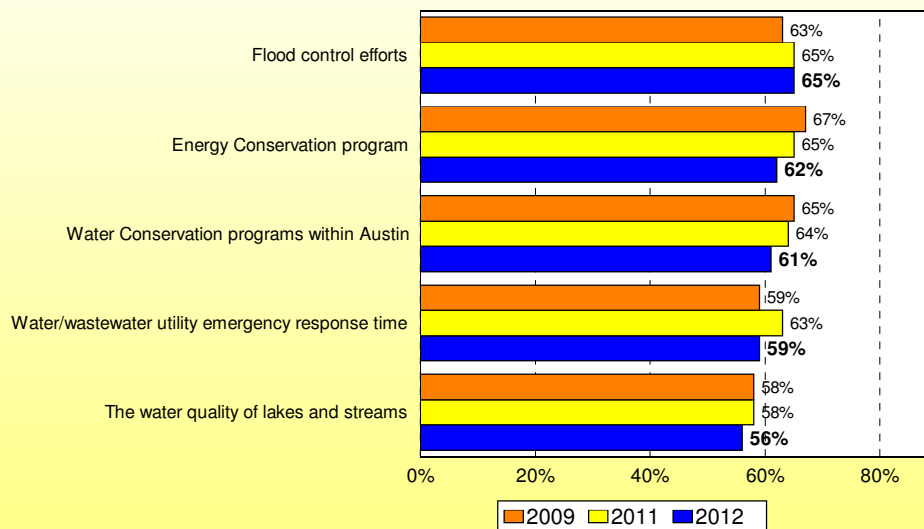
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Satisfaction With Various Aspects of Environmental Services by Major Category - 2009, 2011 and 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

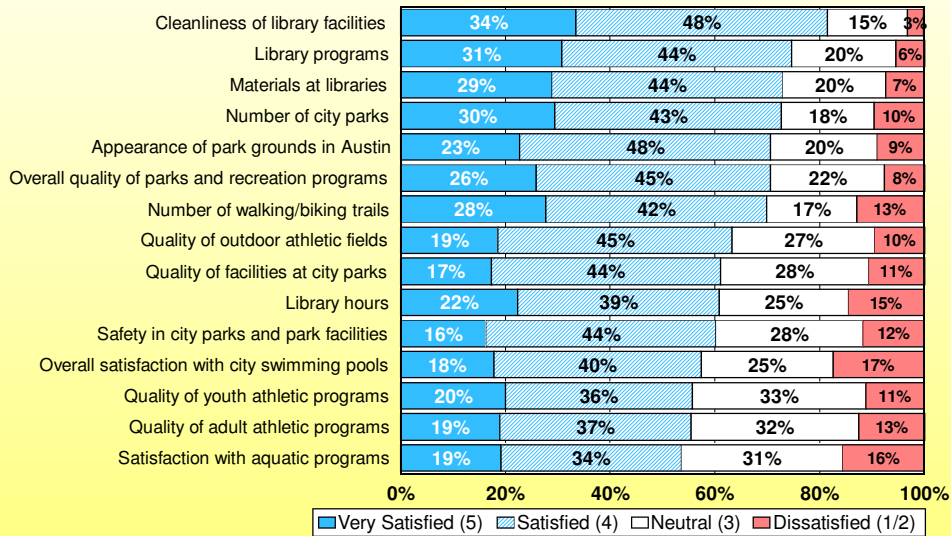


Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Trends

Q11. Satisfaction with Various Aspects of Recreation and Cultural Services by Major Category

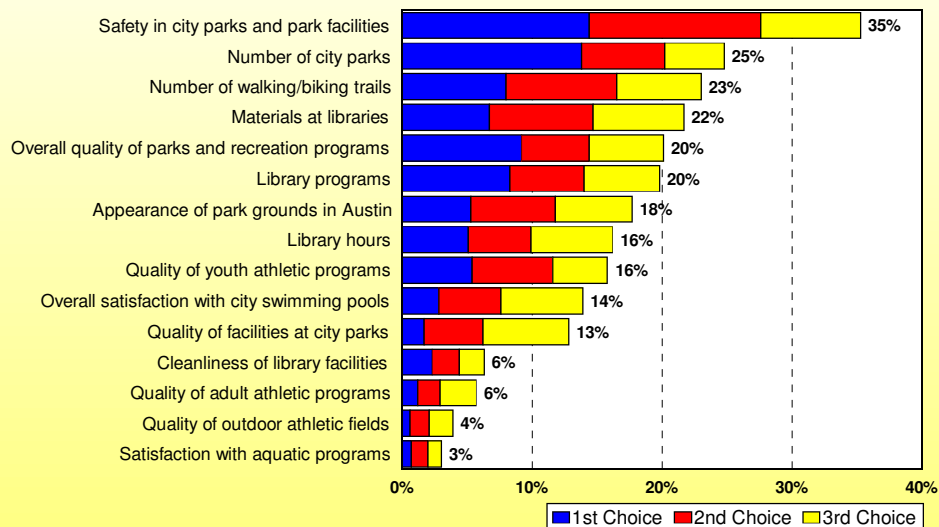
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Q12. Recreation and Cultural Services That Are The Most Important For The City of Austin to Provide by Major Category

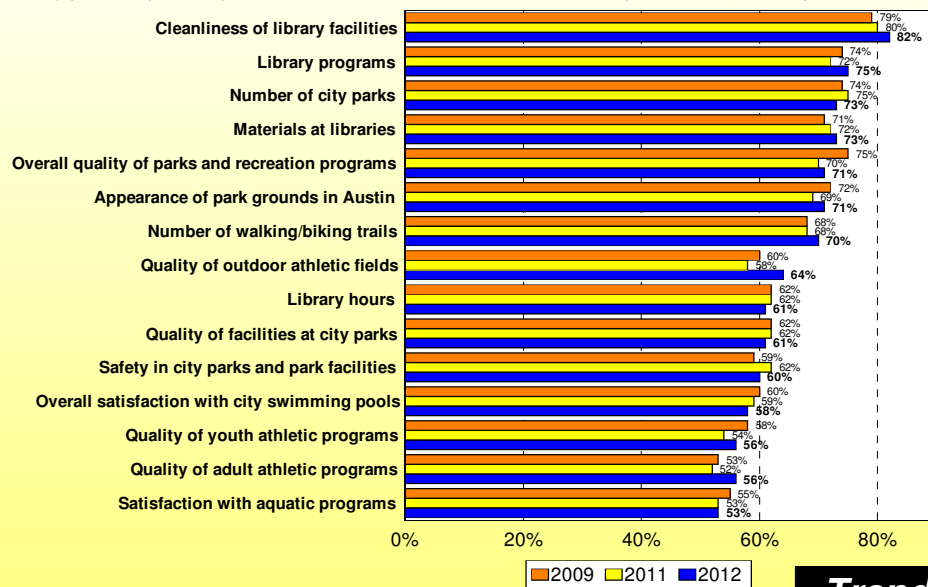
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

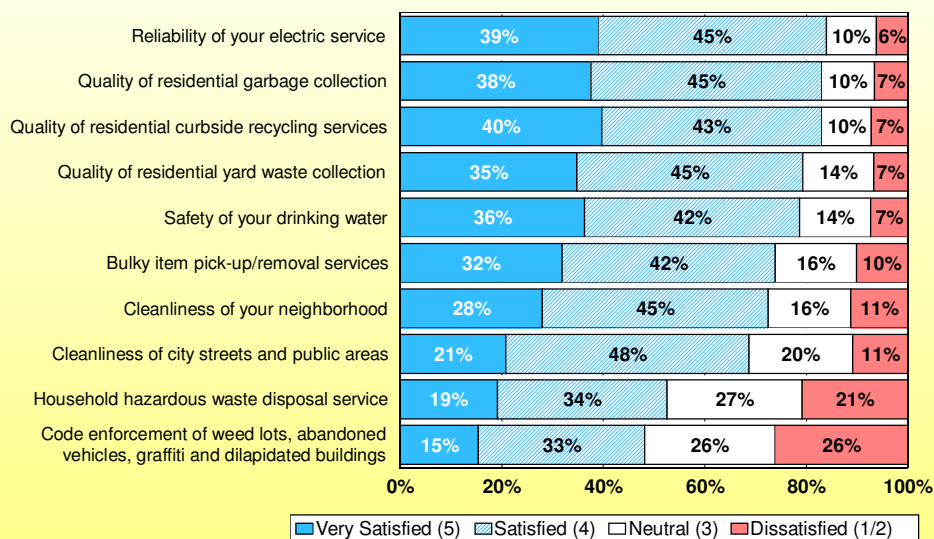
Satisfaction With Various Aspects of Recreation and Cultural Services by Major Category - 2009, 2011 and 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



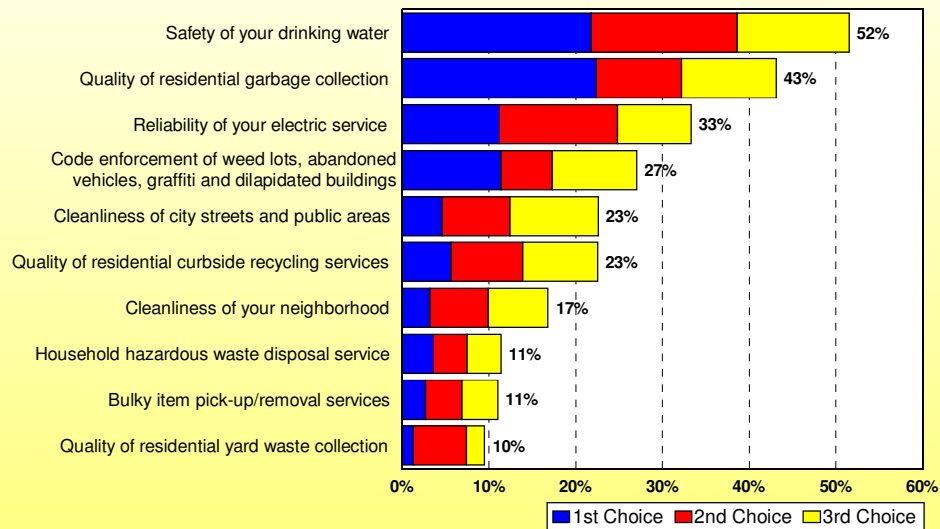
Q13. Satisfaction With Various Aspects of Residential and Neighborhood Services by Major Category

by percentage of respondents (excluding don't knows)



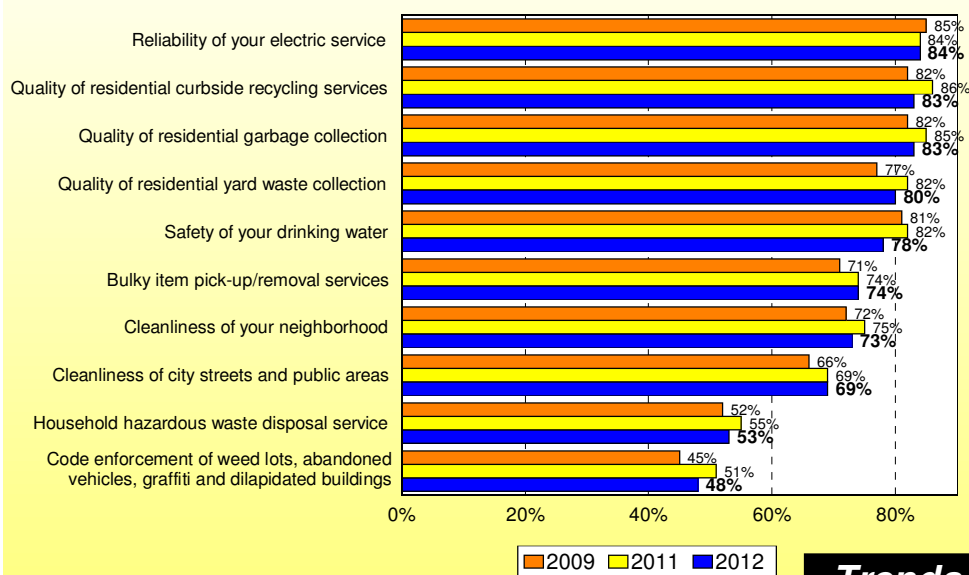
Q14. Residential and Neighborhood Services That Are The Most Important For The City of Austin to Provide by Major Category

by percentage of respondents who selected the item as one of their top three choices



Satisfaction With Various Aspects of Residential and Neighborhood Services by Major Category - 2009, 2011 and 2012

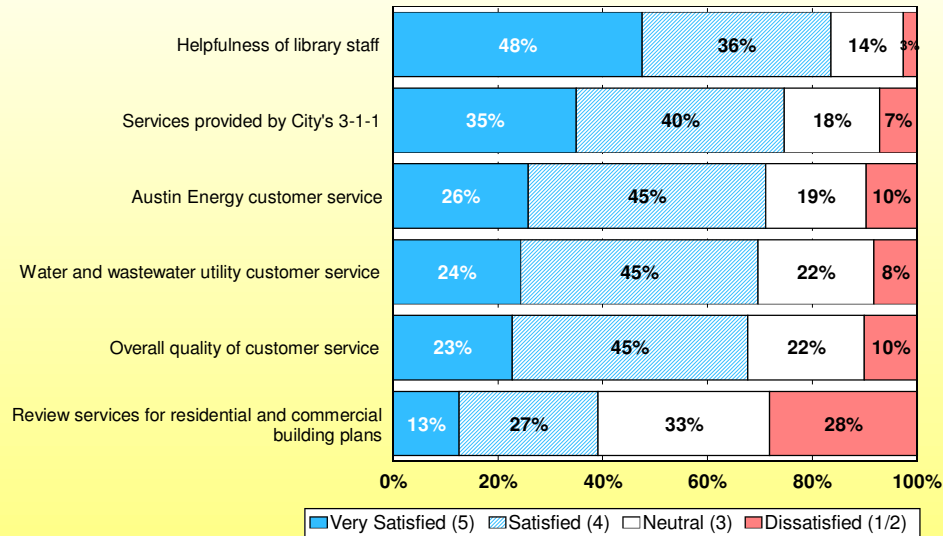
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Trends

Q15. Satisfaction With Various Aspects of Customer Service by Major Category

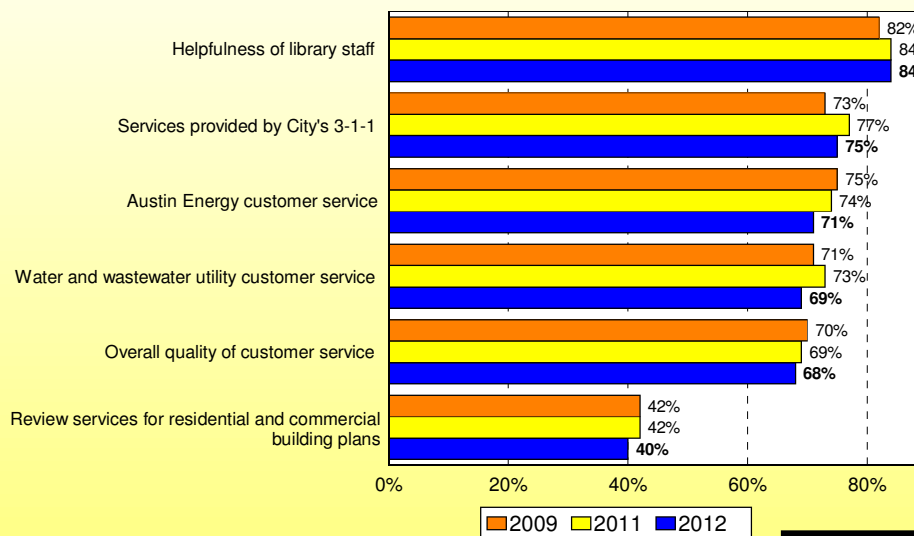
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Satisfaction With Various Aspects of Customer Service by Major Category - 2009, 2011 and 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

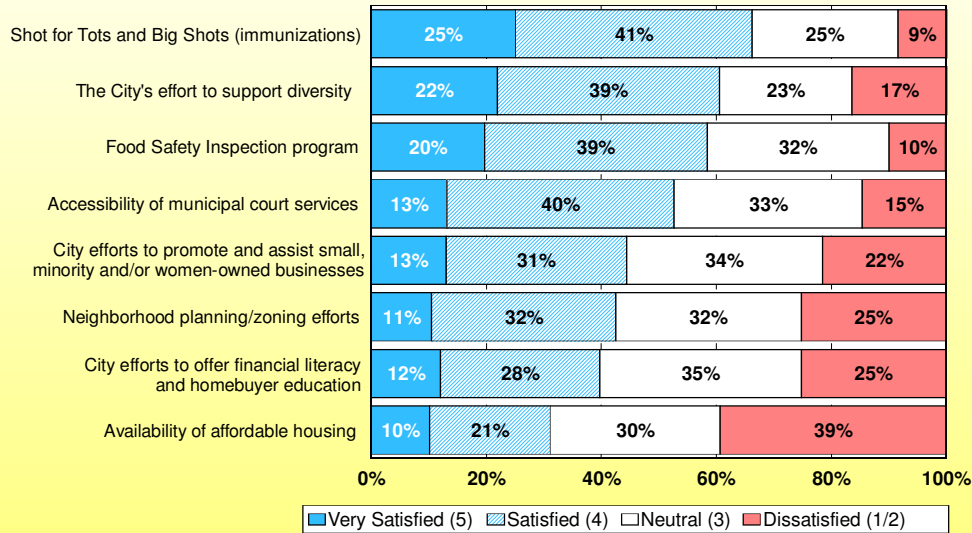


Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Trends

Q16. Satisfaction With Various Aspects of Other City Services by Major Category

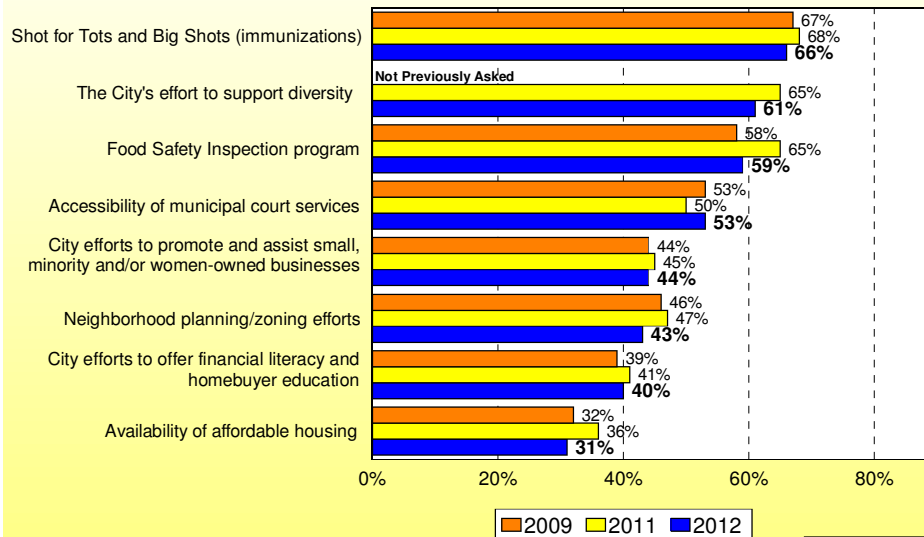
by percentage of respondents (excluding don't knows)



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Satisfaction With Various Aspects of Other City Services by Major Category - 2009, 2011 and 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

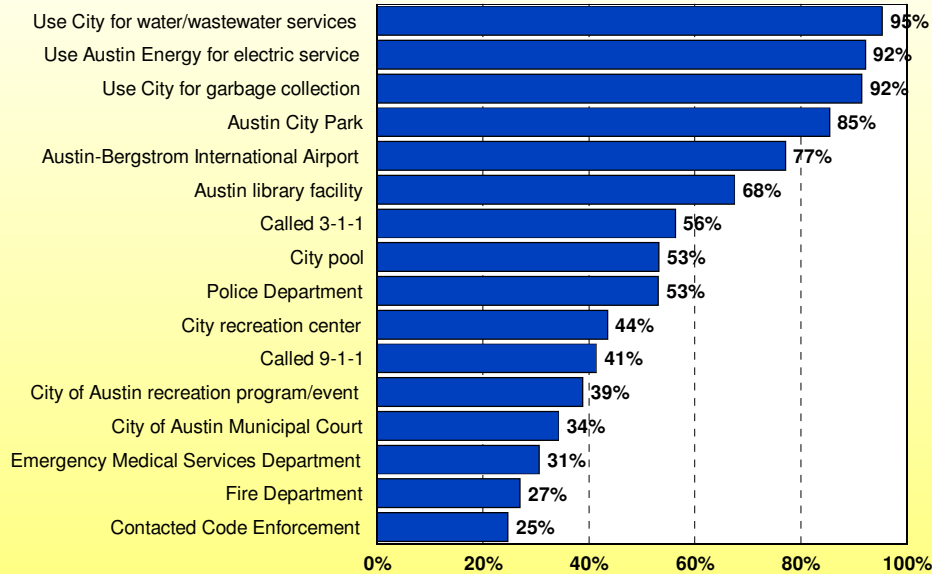


Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Trends

Q17. Percentage of Residents Who Have Used Various City Services and Facilities

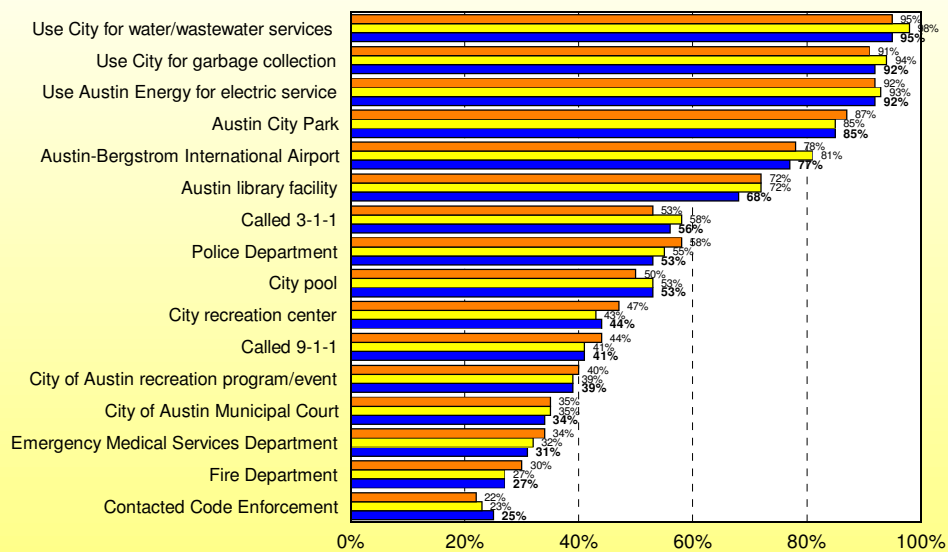
by percentage of respondents who marked "yes"



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Percentage of Residents Who Have Used Various City Services and Facilities - 2009, 2011 and 2012

by percentage of respondents who marked "yes"

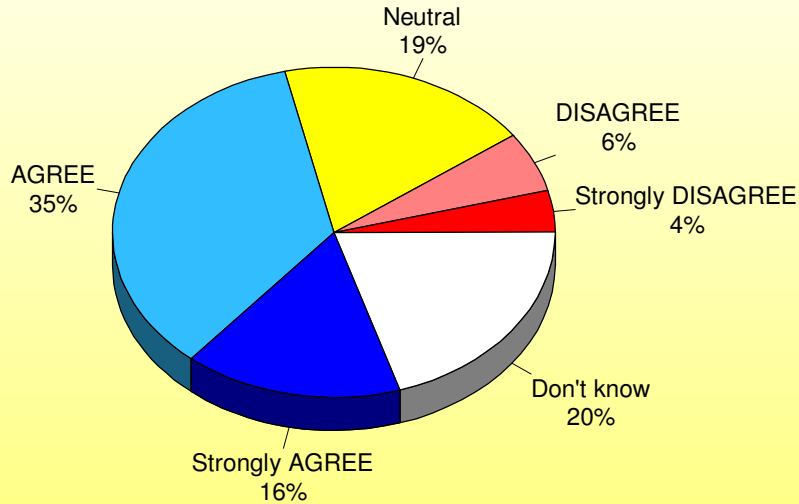


Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Trends

Q18. Level of Agreement with the statement:
“Employees of the City of Austin are ethical in
the way they conduct City business”

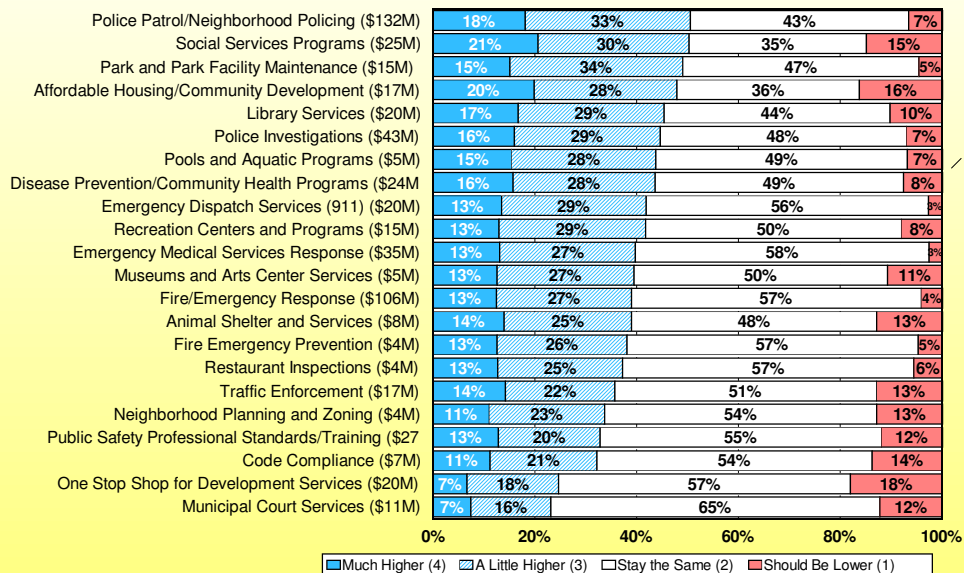
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Q19. How Residents Think the Level of Service for
Various City Programs and Services Should Change

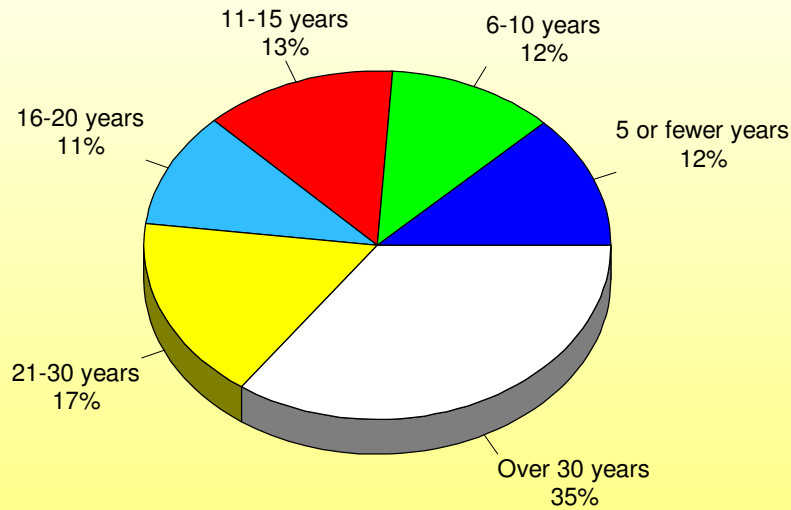
by percentage of respondents who rated the item on a 5-point scale where a rating of 5 means the level of service "should be much higher" and a rating of 1 means the level of service "should be much lower" (excluding don't knows); the 2012 budgeted amount is also provided for reference.



Source: 2012 ETC Institute

Q20. Demographics: Number of Years Respondents Had Lived in the City of Austin

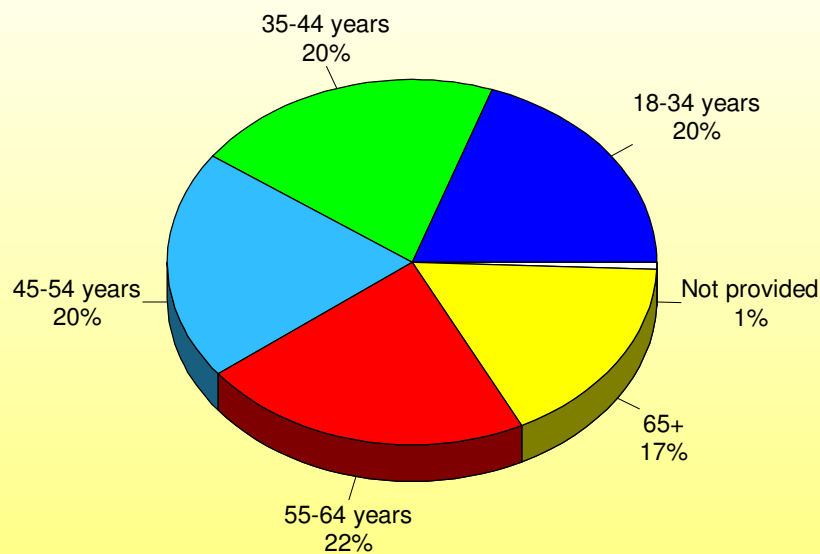
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Q21. Demographics: Age of Respondents

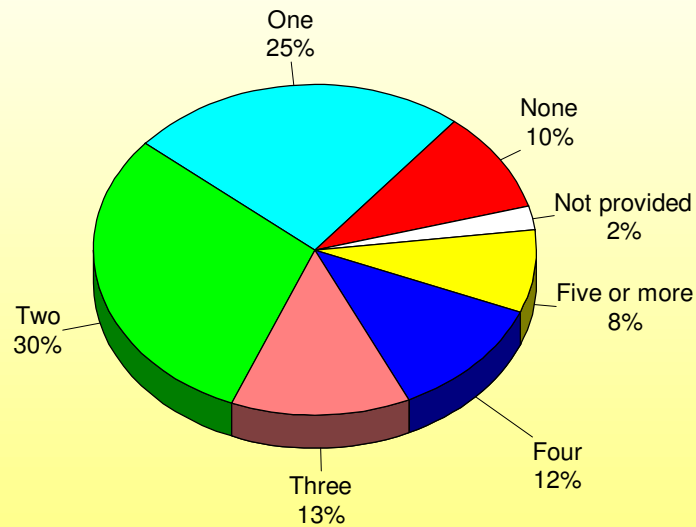
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Q22. Demographics: Amount of dependents (including yourself) did your household claim on its 2011 federal taxes?

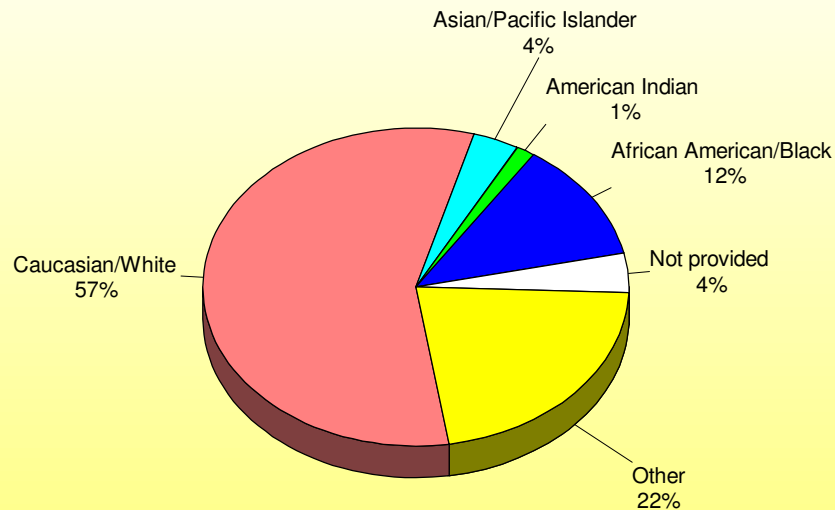
by percentage of persons in households



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Q23. Demographics: Which of the following best describes your race?

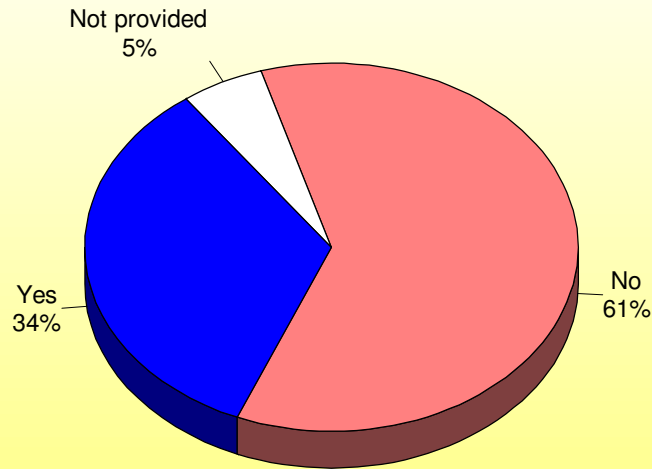
by percentage of persons in households



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Q24. Demographics: Are you Hispanic, Latino, or of other Spanish ancestry?

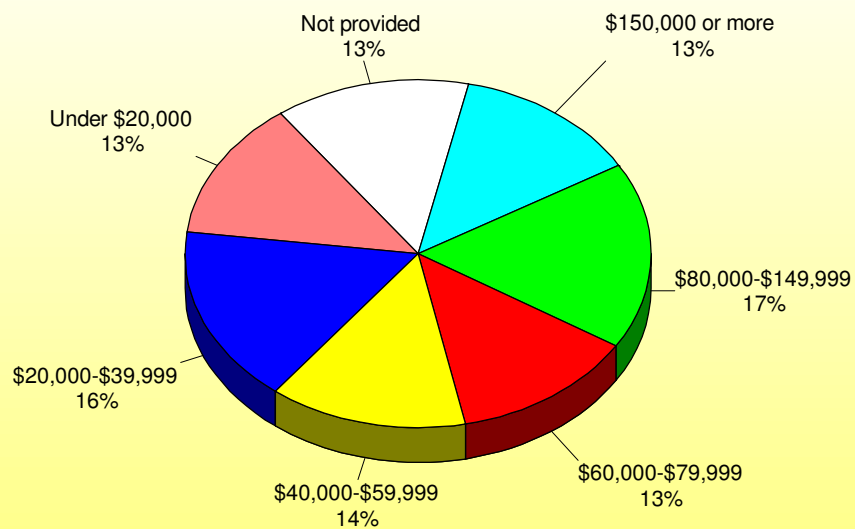
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Q25. Demographics: Total Annual Household Income

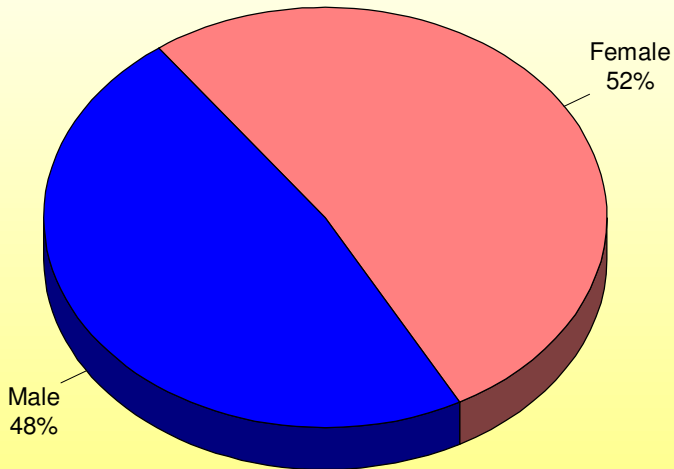
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Q26. Demographics: Gender

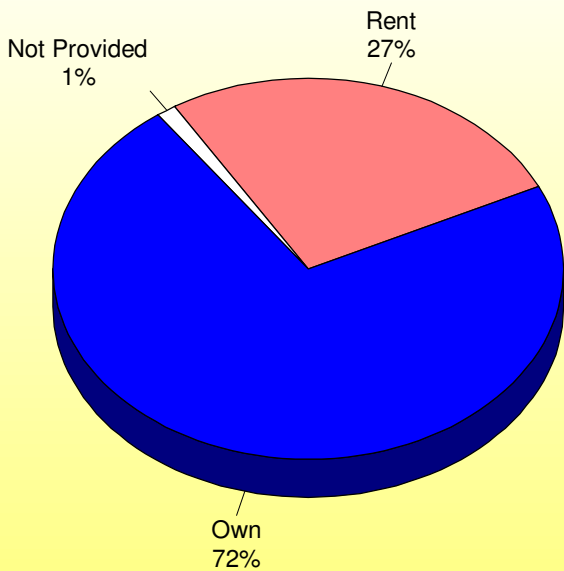
by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Q27. Demographics: Do you own or rent your home?

by percentage of respondents



Source: ETC Institute DirectionFinder (2012 - Austin, TX)

Section 2:

Benchmarking Data



DirectionFinder Survey

Year 2012 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 200 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during September 2012 to a random sample of more than 2,000 residents in the continental United States living in cities with a population of more than 250,000 residents and (2) survey results from 29 large communities (population of more than 250,000 residents) where the *DirectionFinder*® survey was administered between August 2009 and September 2012. The national survey results were used as the basis for the average performance ratings that are shown in this report. The results from individual cities were used as the basis for developing the range of performance and head-to-head comparisons. The communities included in the performance comparisons that are shown in this report are listed below:

- Arlington County, VA
- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Detroit, MI
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Miami-Dade County, FL
- Minneapolis, MN
- Oklahoma City, OK
- Providence, RI
- San Antonio, TX
- San Bernardino County, CA
- San Diego, CA
- San Francisco, CA
- Seattle, WA
- St. Louis, MO
- Tempe, AZ
- Tulsa, OK
- Tucson, AZ
- Wichita, KS
- Yuma County, AZ

There are three sets of charts in this report:

- The **first set** shows the results for the City of Austin compared to the national average for residents who live in cities with more than 250,000 residents.
- The **second set** shows head-to-head comparisons to other large cities in the central United States.
- The **third set** shows how the City of Austin compares to a range of performance in several specific areas. The mean rating on the third type of charts is shown as a vertical line and indicates the mean ratings from ETC Institute's national survey for residents who live in cities with a population of more than 250,000. The actual ratings for Austin are listed to the right of each chart. The dot on each bar shows how the results for Austin compare to the other communities where the DirectionFinder® survey has been administered.

Setting the Standard for Performance. The City of Austin rated at or above the national average for cities with a population of more than 250,000 in 36 of the 46 areas that were assessed. The areas in which Austin rated at least 10% above the national average are listed below:

- Overall quality of customer service (+27%)
- The City as a place to raise children (+15%)
- Feeling of safety in city parks (+15%)
- Overall satisfaction with city swimming pools (+15%)
- The City as a place to live (+14%)
- I feel safe in my neighborhood at night (+13%)
- Overall quality of services provided by the City (+12%)
- Overall effectiveness of communication by the City (+11%)
- Number of walking/biking trails (+11%)
- Overall quality of life in the city (+10%)
- Quality of outdoor athletic fields (+10%)
- Quality of residential curbside recycling services (+10%)
- Quality of residential yard waste collection (+10%)

Significantly Below Average. The City of Austin rated below the national average for cities with a population of more than 250,000 in 10 of the 46 areas that were assessed. The areas in which Austin rated significantly below the national average (5% or more below the national average) were:

- Traffic flow on major city streets (-12%)
- Overall quality of drinking water (-7%)
- Overall quality of city libraries (-5%)

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Austin is not authorized without written consent from ETC Institute.

The national averages shown in these charts are based on the results of a national survey that was administered by ETC Institute to a random sample of more than 2000 U.S. residents living in cities with a population of more than 250,000 residents during September of 2012.

Benchmarking Communities

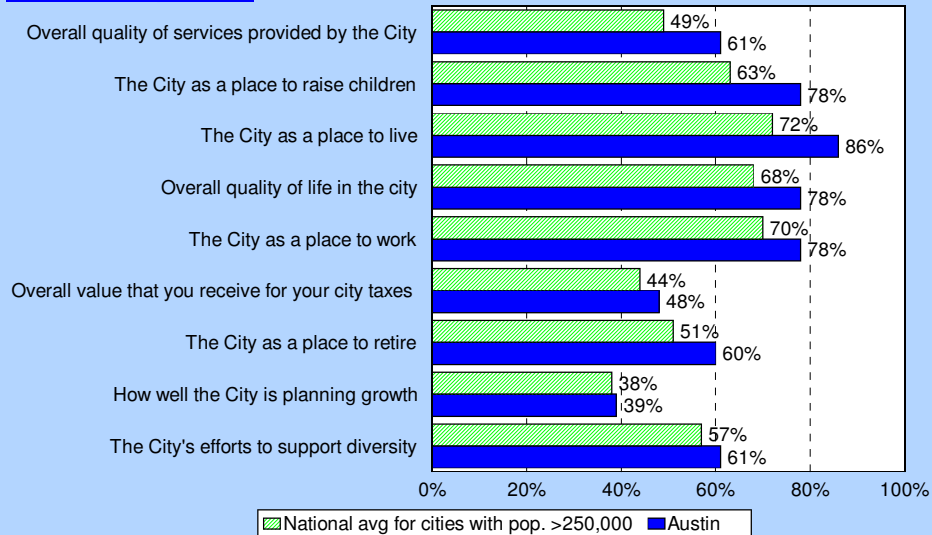
- Arlington County, VA
- Arlington, TX
- Austin, TX
- Dallas, TX
- Denver, CO
- Des Moines, IA
- Detroit, MI
- Durham, NC
- Fort Lauderdale, FL
- Fort Worth, TX
- Houston, TX
- Indianapolis, IN
- Johnson County, KS
- Kansas City, MO
- Miami-Dade County, FL
- Minneapolis, MN
- Oklahoma City, OK
- Providence, RI
- San Antonio, TX
- San Bernardino County, CA
- San Diego, CA
- Seattle, WA
- St. Louis, MO
- Tempe, AZ
- Tulsa, OK
- Tucson, AZ
- Wichita, KS
- Yuma County, AZ

Perceptions of the City

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons



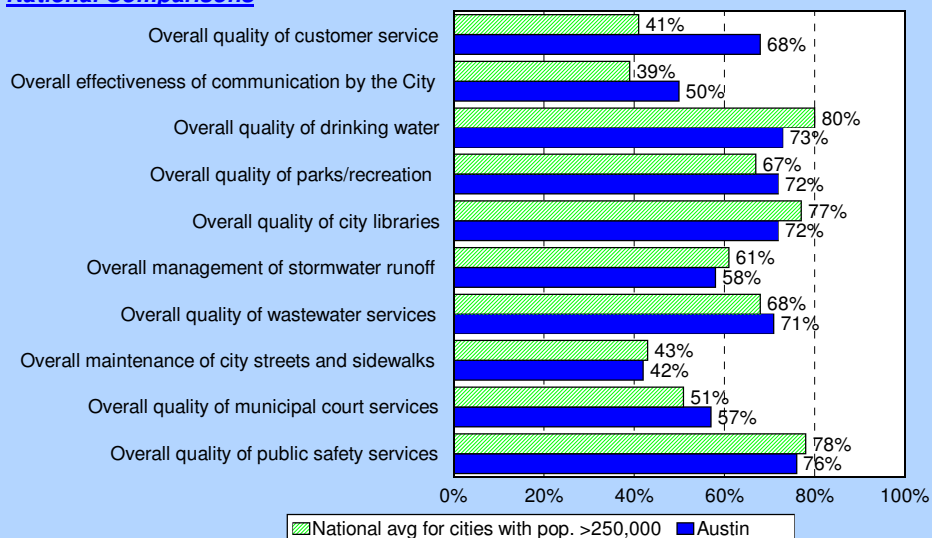
Source: ETC Institute DirectionFinder (2012) Final Results

Satisfaction with Major Categories of City Services

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons



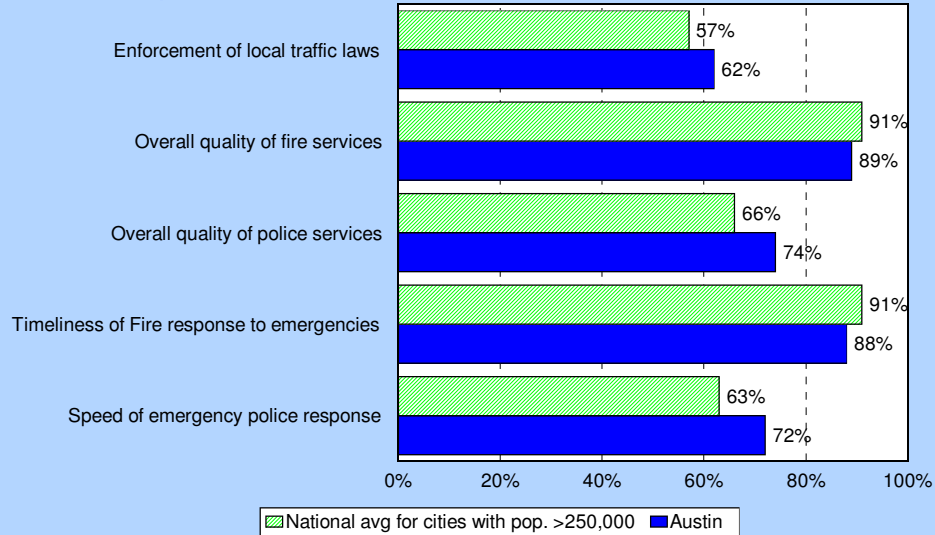
Source: ETC Institute DirectionFinder (2012) Final Results

Satisfaction with Public Safety Services

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons



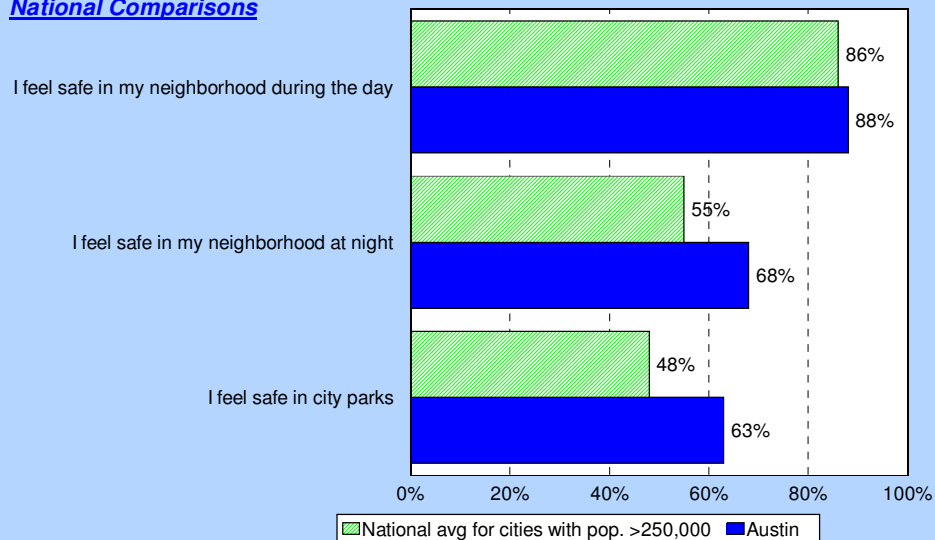
Source: ETC Institute DirectionFinder (2012) Final Results

Feeling of Safety in the City

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "strongly agree"

National Comparisons



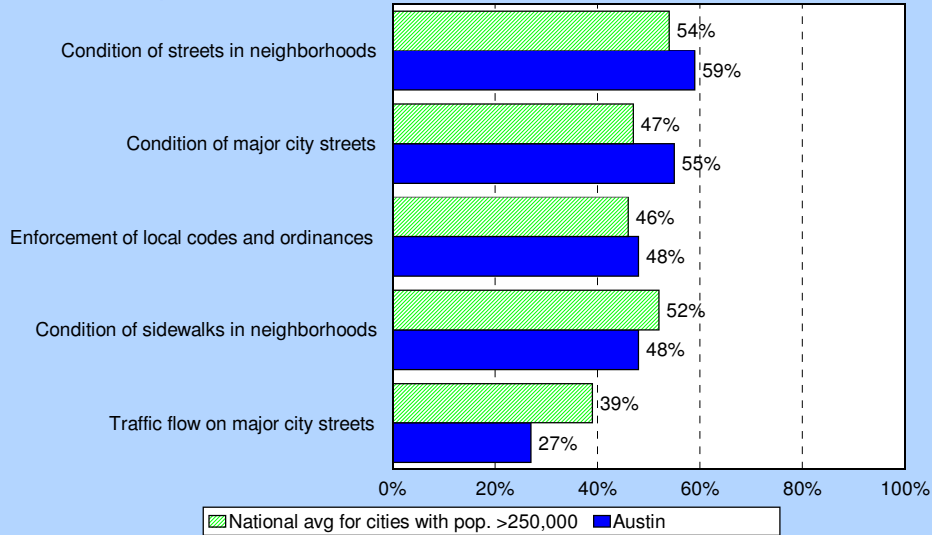
Source: ETC Institute DirectionFinder (2012) Final Results

Satisfaction with Maintenance Services

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons



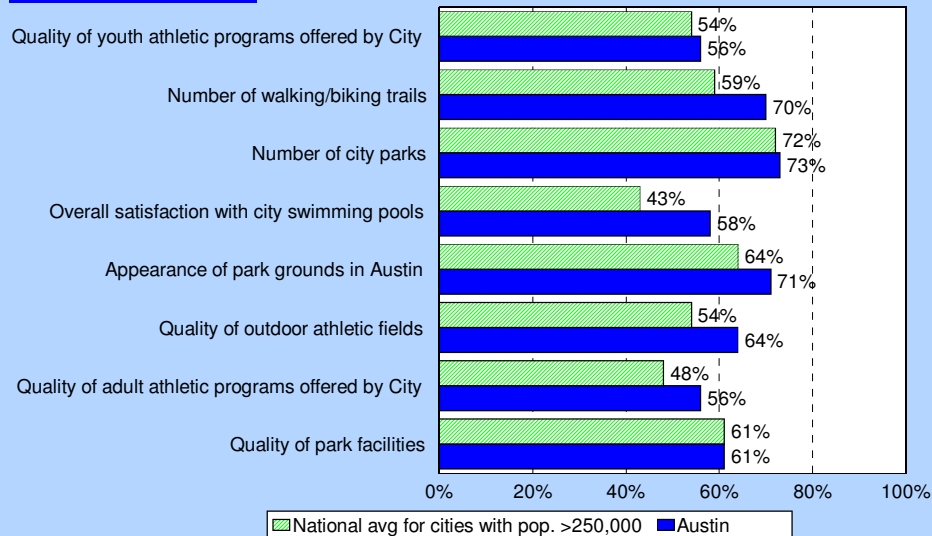
Source: ETC Institute DirectionFinder (2012) Final Results

Satisfaction with Parks and Recreation Services

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons



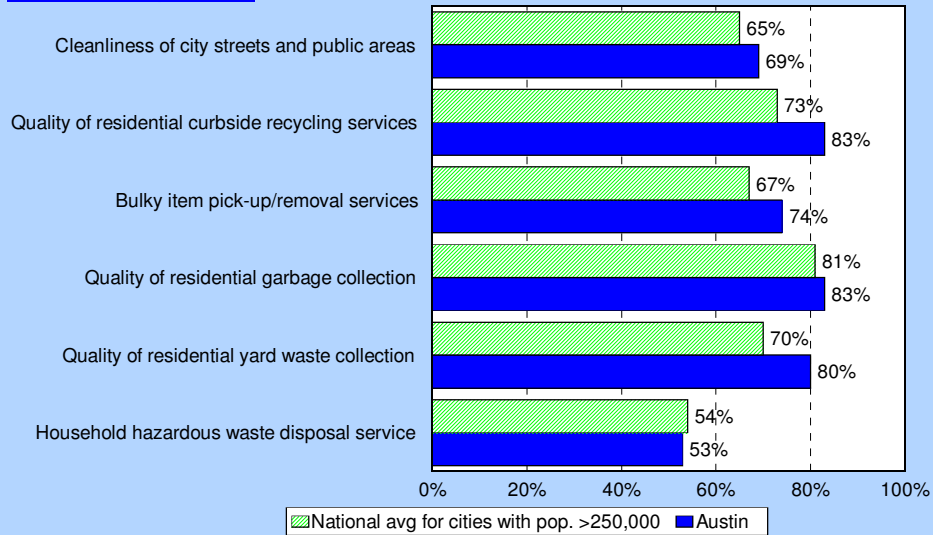
Source: ETC Institute DirectionFinder (2012) Final Results

Satisfaction with Neighborhood Services

Austin vs. Large U.S. Cities

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "very satisfied"

National Comparisons



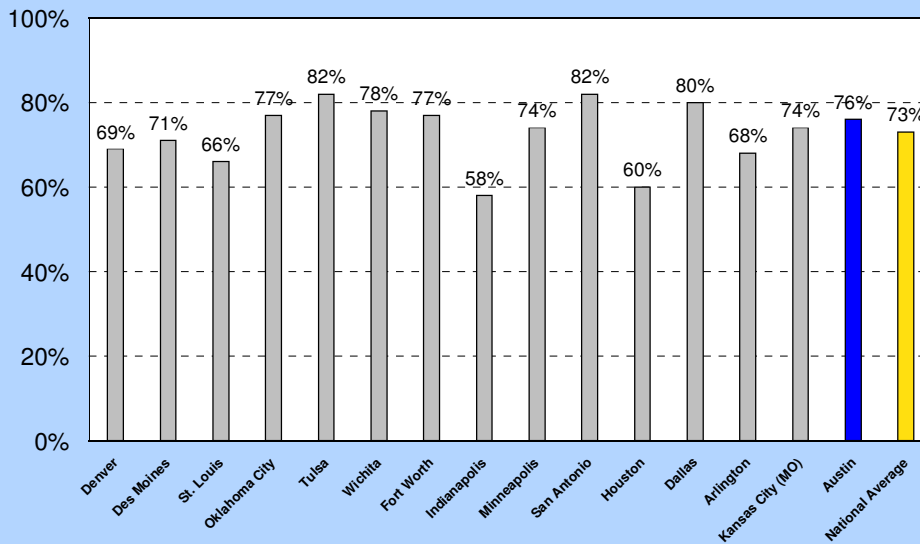
Source: ETC Institute DirectionFinder (2012) Final Results

Selected Head-to-Head Comparisons

Overall Satisfaction With *Public Safety* - 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

Central US Large City Regional Benchmarks

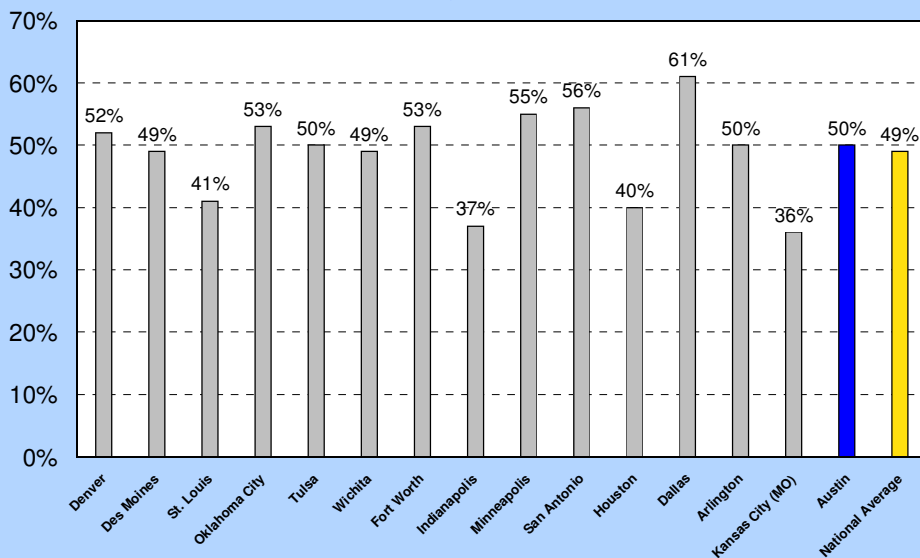


Source: ETC Institute DirectionFinder (2012)

Overall Satisfaction With *City Communications* - 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

Central US Large City Regional Benchmarks

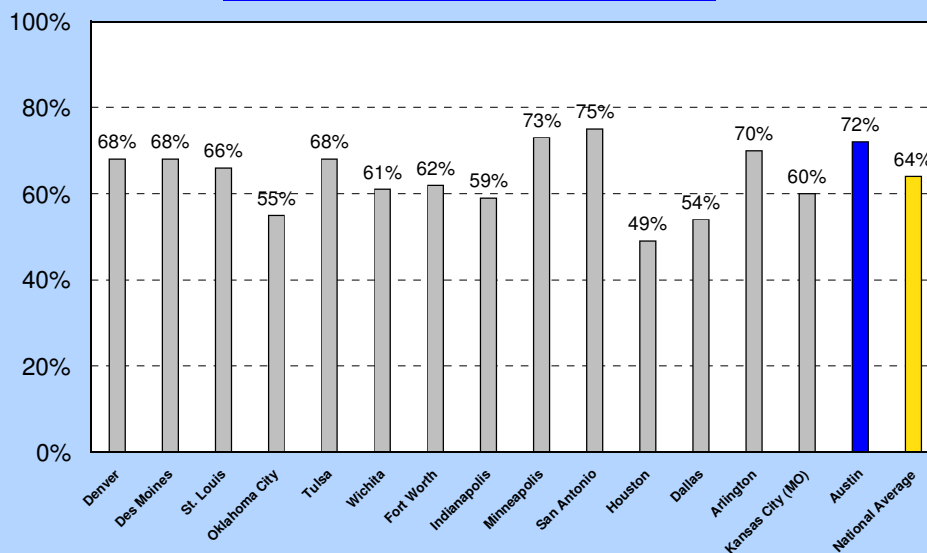


Source: ETC Institute DirectionFinder (2012)

Overall Satisfaction With *Parks and Recreation* - 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

Central US Large City Regional Benchmarks

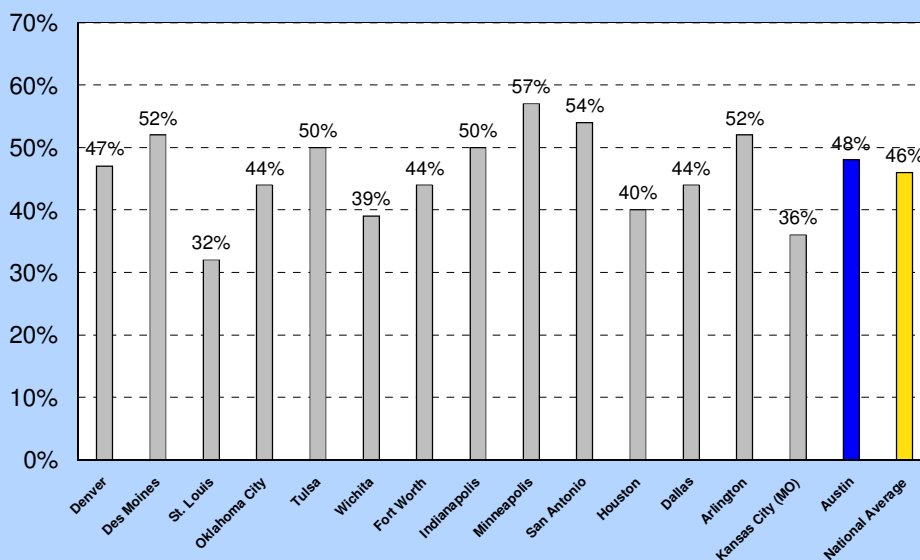


Source: ETC Institute DirectionFinder (2012)

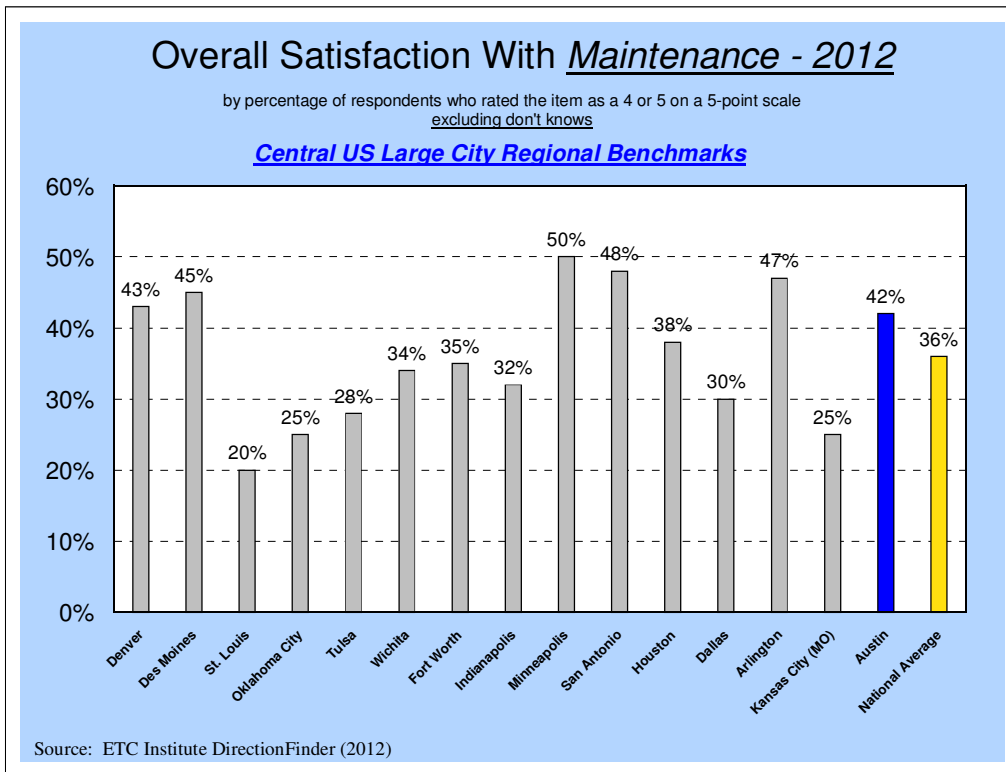
Overall Satisfaction With *Code Enforcement* - 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

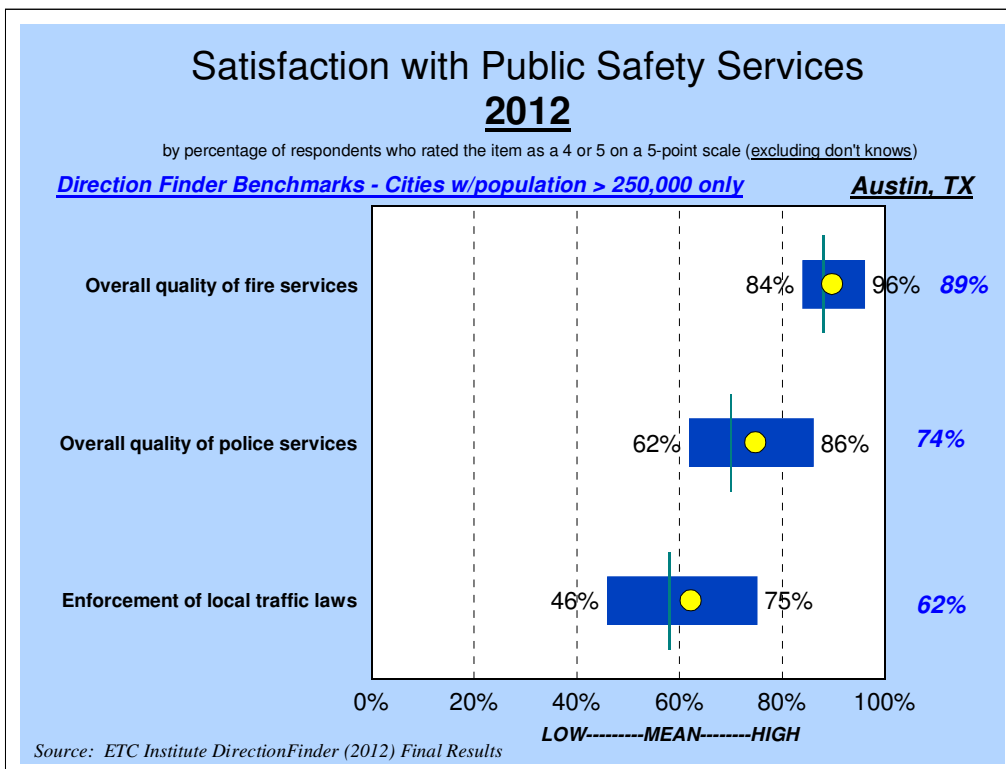
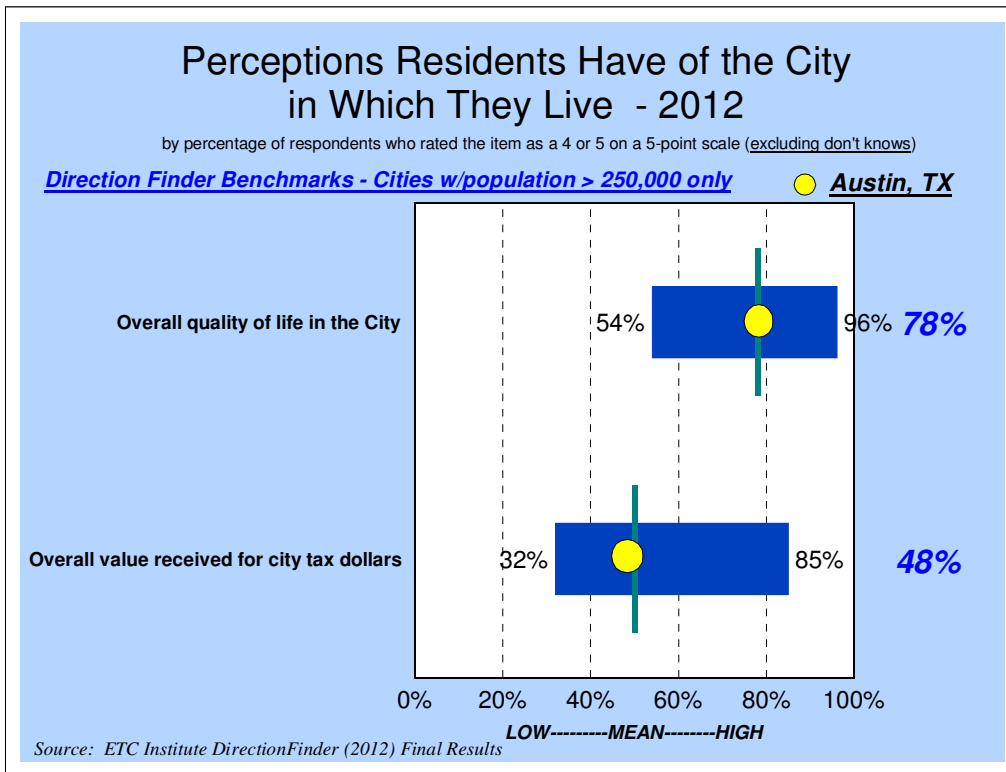
Central US Large City Regional Benchmarks



Source: ETC Institute DirectionFinder (2012)



Comparison to a Range of Performance

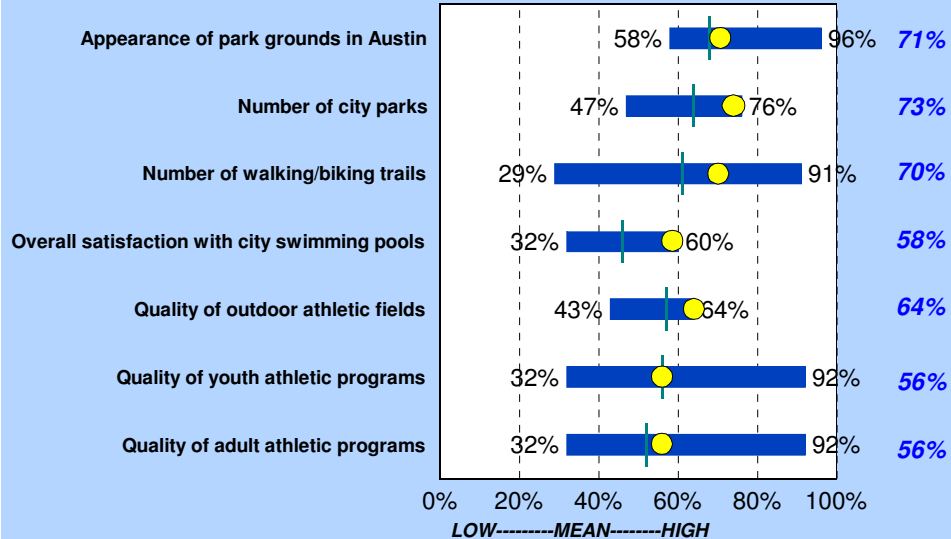


Satisfaction with Parks and Recreation Services 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

Direction Finder Benchmarks - Cities w/population > 250,000 only

● **Austin, TX**



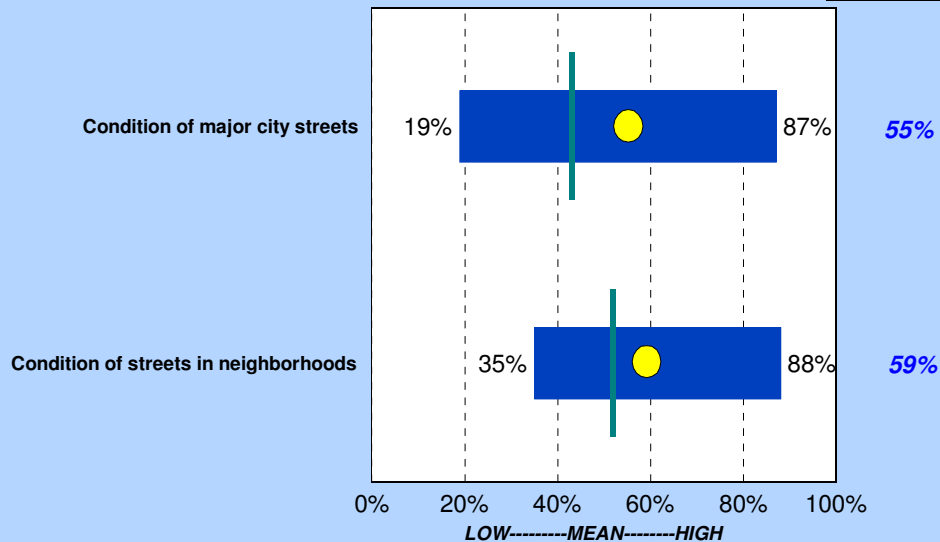
Source: ETC Institute DirectionFinder (2012) Final Results

Satisfaction with Maintenance Services 2012

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

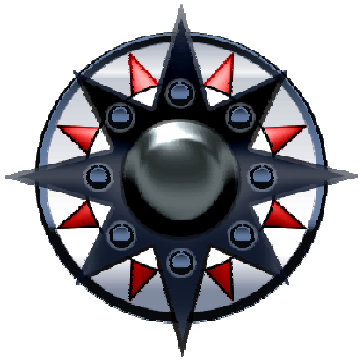
Direction Finder Benchmarks - Cities w/population > 250,000 only

● **Austin, TX**



Source: ETC Institute DirectionFinder (2012) Final Results

Section 3:
Importance-Satisfaction
Analysis



Importance-Satisfaction Analysis

Austin, Texas

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify the Major City services they thought were the most important for the City to provide. Fifty-four percent (54.0%) of residents selected the "Quality of Public Safety" as one of the most important Major City services to provide.

With regard to satisfaction, seventy-six percent (75.9%) of the residents surveyed rated their overall satisfaction with the “Quality of Public Safety” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for the “Quality of Public Safety” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 54.0% was multiplied by 24.1% (1-0.759). This calculation yielded an I-S rating of 0.1301, which ranked second out of fourteen Major City Services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Austin are provided on the following page.

Importance-Satisfaction Rating

Austin, TX

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall maintenance of City streets and sidewalks	29%	3	42%	13	0.1691	1
Quality of public safety services	54%	1	76%	2	0.1301	2
Quality of drinking water services	38%	2	73%	3	0.1000	3
Medium Priority (IS <.10)						
Quality of electric utility services	26%	4	64%	8	0.0922	4
Overall quality of health and human services provided by City	21%	6	57%	11	0.0916	5
Overall quality of planning, development review, permitting and inspection services	14%	7	37%	14	0.0873	6
Quality of parks and rec programs/facilities	22%	5	72%	5	0.0606	7
Austin's overall effectiveness of communication	8%	11	50%	12	0.0375	8
Quality of City libraries	12%	8	72%	4	0.0325	9
Animal Services	8%	10	64%	7	0.0271	10
Quality of wastewater services	8%	9	71%	6	0.0238	11
Quality of municipal court services	5%	13	57%	10	0.0206	12
Overall management of stormwater runoff	4%	14	58%	9	0.0176	13
Austin-Bergstrom International Airport	6%	12	82%	1	0.0099	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Austin, TX

Maintenance and Appearance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Traffic flow on major city streets	49%	2	27%	8	0.3624	1
Condition of major city streets	51%	1	55%	2	0.2298	2
<u>High Priority (IS .10-.20)</u>						
Pedestrian accessibility	29%	4	44%	7	0.1616	3
Timing of traffic signals on city streets	26%	5	49%	3	0.1338	4
Bicycle accessibility	22%	7	44%	6	0.1225	5
Condition of streets in your neighborhood	29%	3	59%	1	0.1204	6
Condition of sidewalks in your neighborhood	22%	6	48%	4	0.1165	7
Enforcement of local codes and ordinances	20%	8	48%	5	0.1050	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Austin, TX

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Overall quality of police services	44%	1	74%	5	0.1154	1
<u>Medium Priority (IS <.10)</u>						
Speed of emergency police response	30%	2	72%	6	0.0840	2
Enforcement of local traffic laws	8%	7	62%	7	0.0295	3
Medical assistance provided by EMS	22%	4	87%	3	0.0285	4
Timeliness of EMS response to emergency location	20%	6	86%	4	0.0277	5
Overall quality of fire services	25%	3	89%	1	0.0272	6
Timeliness of Fire response to emergency location	21%	5	88%	2	0.0260	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Austin, TX

Environmental Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
The water quality of lakes and streams	36%	2	56%	5	0.1577	1
Water Conservation programs within Austin	39%	1	61%	3	0.1517	2
Water/wastewater utility emergency response time	32%	3	59%	4	0.1311	3
Energy Conservation program	32%	4	62%	2	0.1225	4
<u>Medium Priority (IS <.10)</u>						
Flood control efforts	26%	5	65%	1	0.0922	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Austin, TX

Recreational and Cultural Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Safety in city parks and park facilities	35%	1	60%	11	0.1405	1
Medium Priority (IS <.10)						
Quality of youth athletic programs	16%	9	56%	13	0.0700	2
Number of walking/biking trails	23%	3	70%	7	0.0692	3
Number of city parks	25%	2	73%	4	0.0677	4
Library hours	16%	8	61%	10	0.0633	5
Overall quality of parks and recreation programs	20%	5	71%	6	0.0589	6
Materials at libraries	22%	4	73%	3	0.0586	7
Overall satisfaction with city swimming pools	14%	10	58%	12	0.0584	8
Appearance of park grounds in Austin	18%	7	71%	5	0.0519	9
Library programs	20%	6	75%	2	0.0501	10
Quality of facilities at city parks	13%	11	61%	9	0.0498	11
Quality of adult athletic programs	6%	13	56%	14	0.0254	12
Satisfaction with aquatic programs	3%	15	53%	15	0.0141	13
Quality of outdoor athletic fields	4%	14	64%	8	0.0140	14
Cleanliness of library facilities	6%	12	82%	1	0.0117	15

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Austin, TX

Residential and Neighborhood Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	27%	4	48%	10	0.1401	1
Safety of your drinking water	52%	1	78%	5	0.1133	2
Medium Priority (IS <.10)						
Quality of residential garbage collection	43%	2	83%	2	0.0733	3
Cleanliness of city streets and public areas	23%	5	69%	8	0.0707	4
Household hazardous waste disposal service	11%	8	53%	9	0.0540	5
Reliability of your electric service	33%	3	84%	1	0.0536	6
Cleanliness of your neighborhood	17%	7	73%	7	0.0462	7
Quality of residential curbside recycling services	23%	6	83%	3	0.0383	8
Bulky item pick-up/removal services	11%	9	74%	6	0.0287	9
Quality of residential yard waste collection	10%	10	80%	4	0.0190	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were the most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Section 3:

Importance-Satisfaction Matrix Analysis

Importance-Satisfaction Matrix Analysis.

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

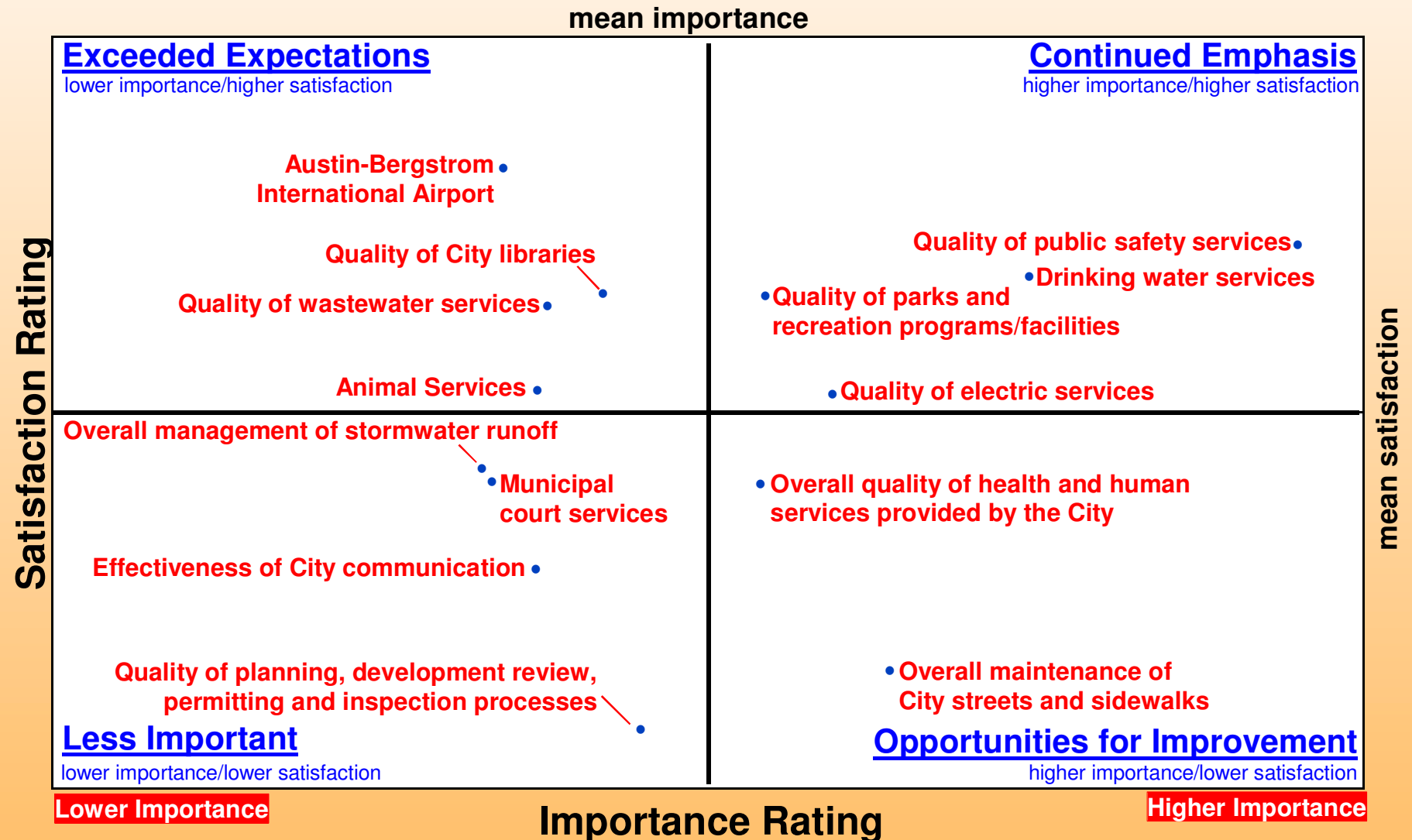
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the Austin are provided on the following pages.

2012 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix

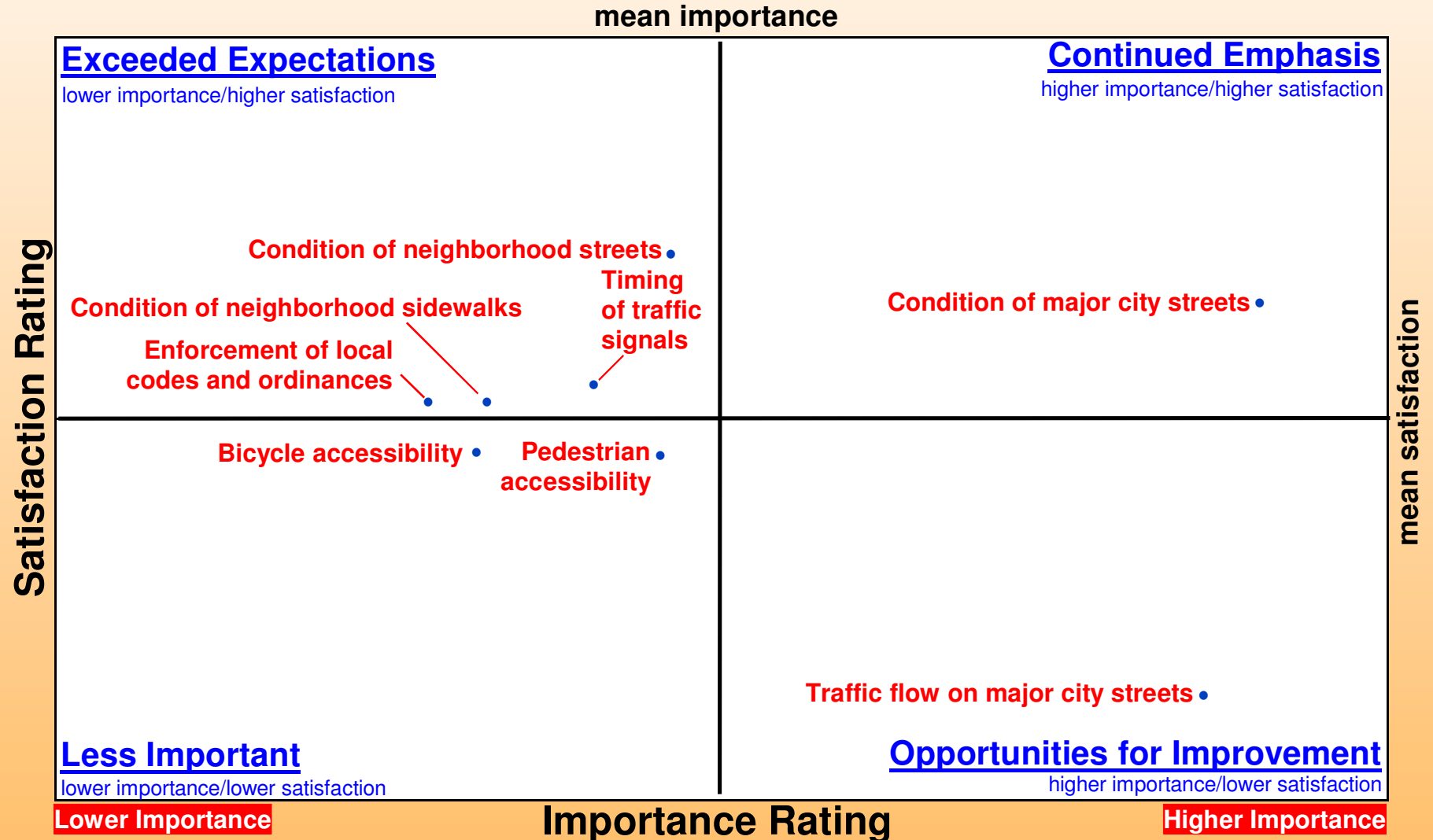
-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2012 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix -Maintenance and Appearance-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

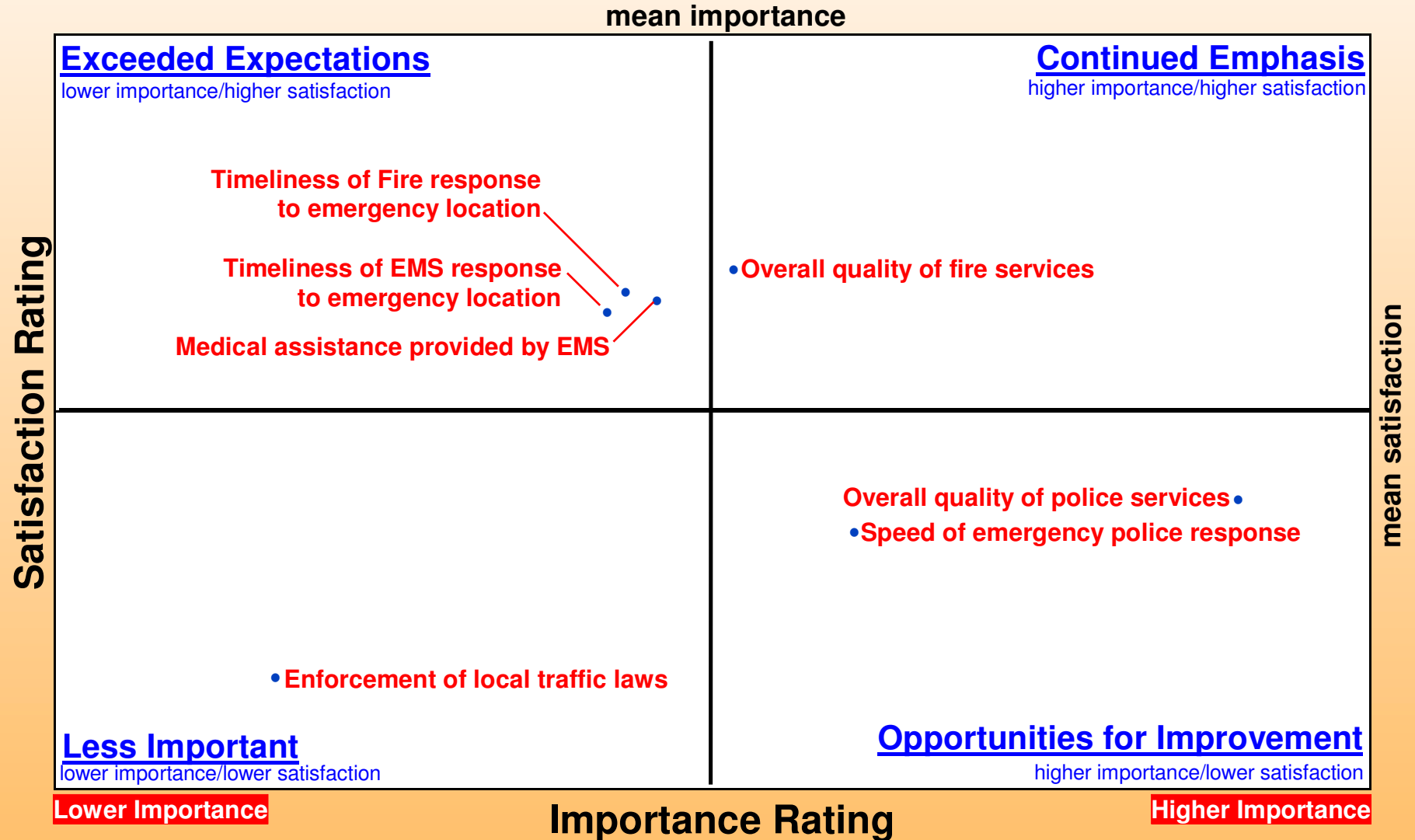


2012 City of Austin DirectionFinder

Importance-Satisfaction Assessment Matrix

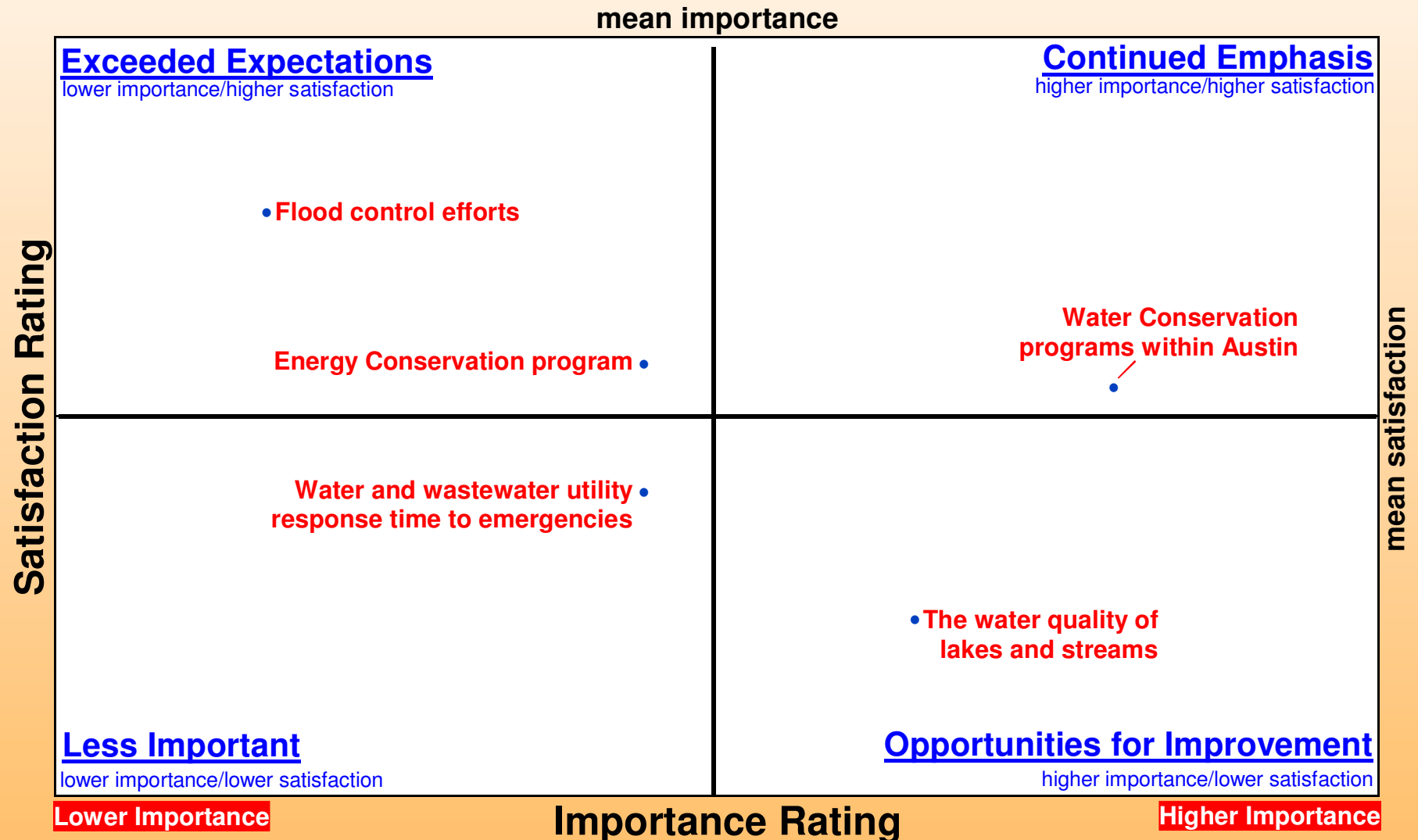
-Public Safety Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



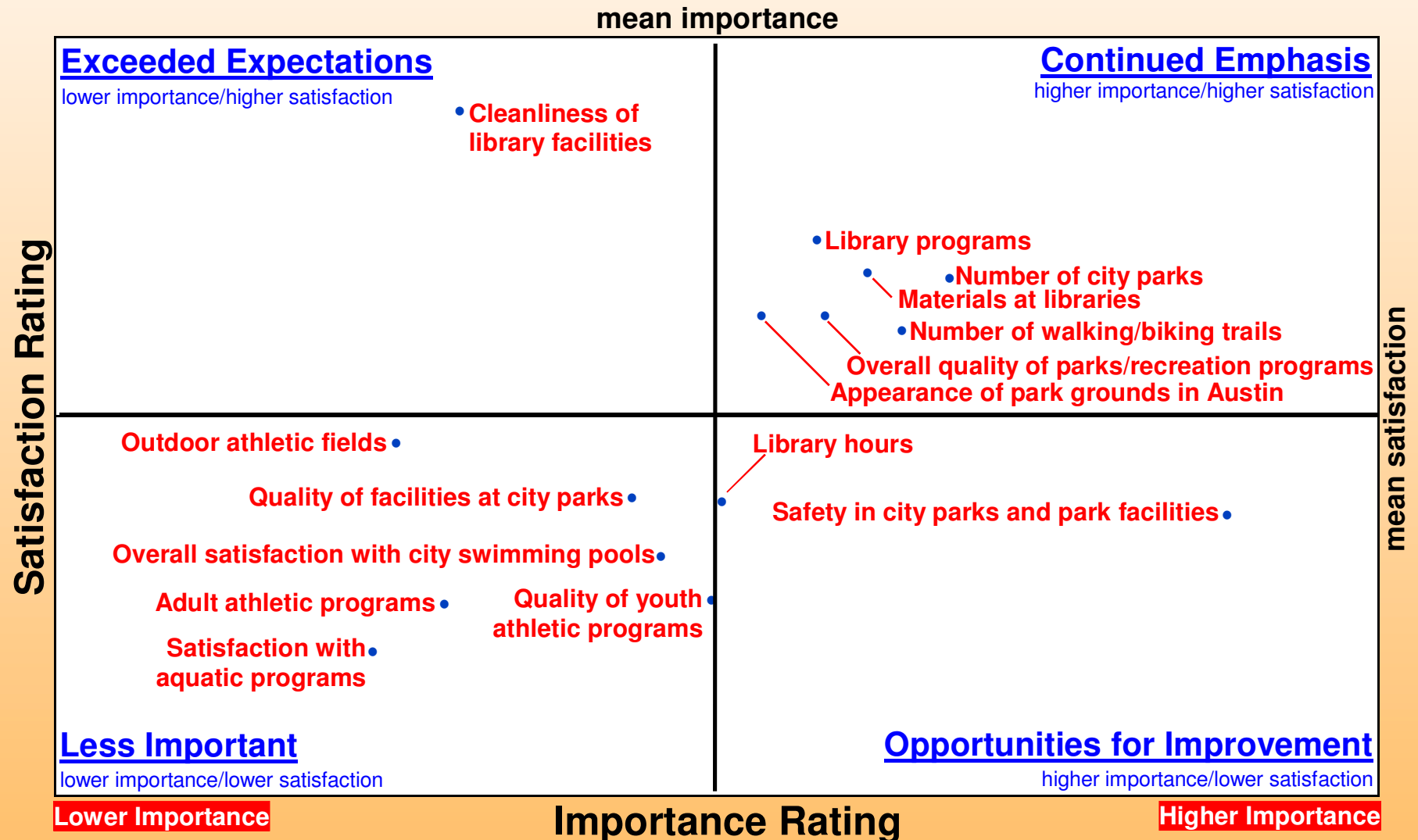
2012 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix -Environmental Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



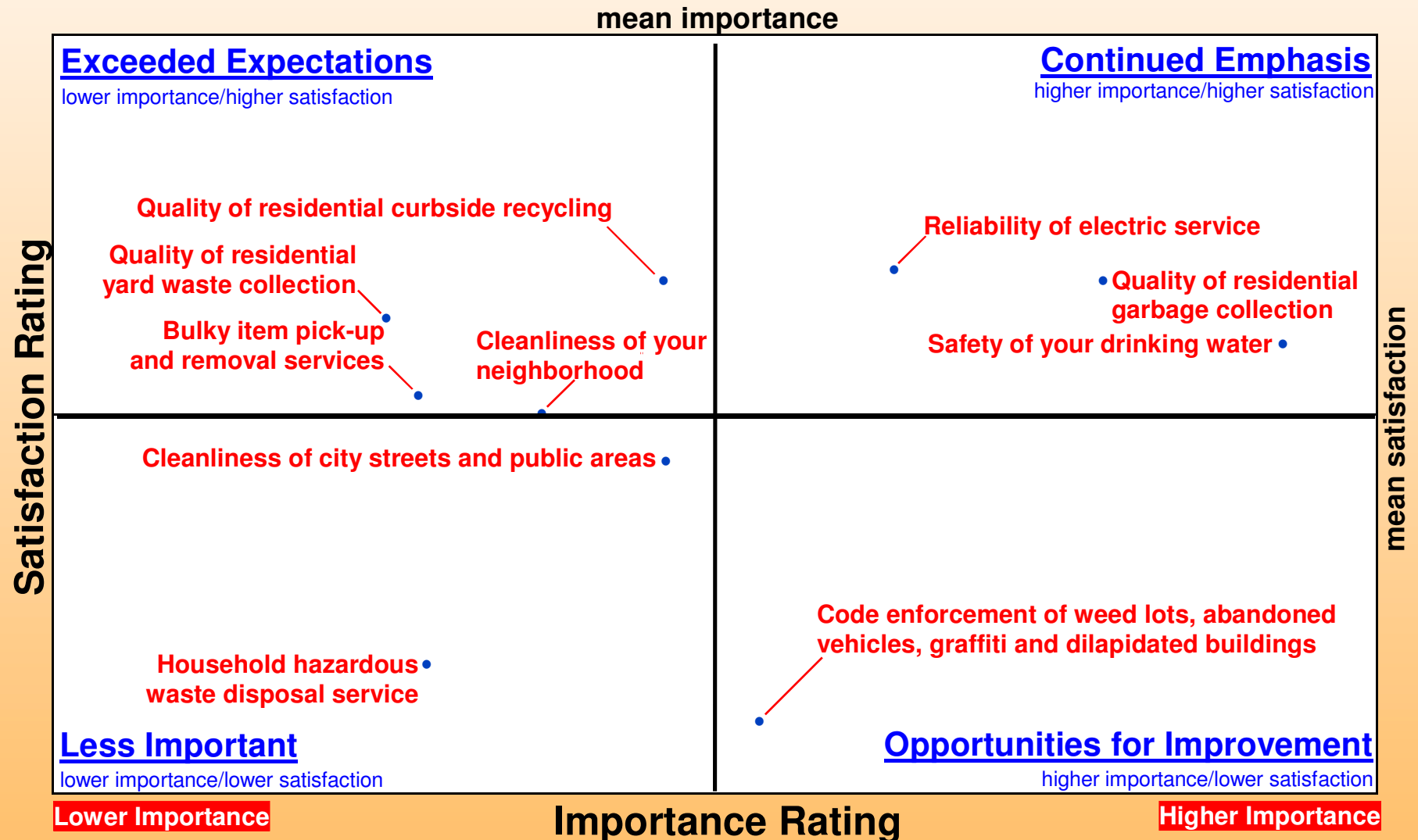
2012 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix -Recreational and Cultural Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2012 City of Austin DirectionFinder Importance-Satisfaction Assessment Matrix -Residential and Neighborhood Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Section 4:

GIS Maps

Interpreting the Maps

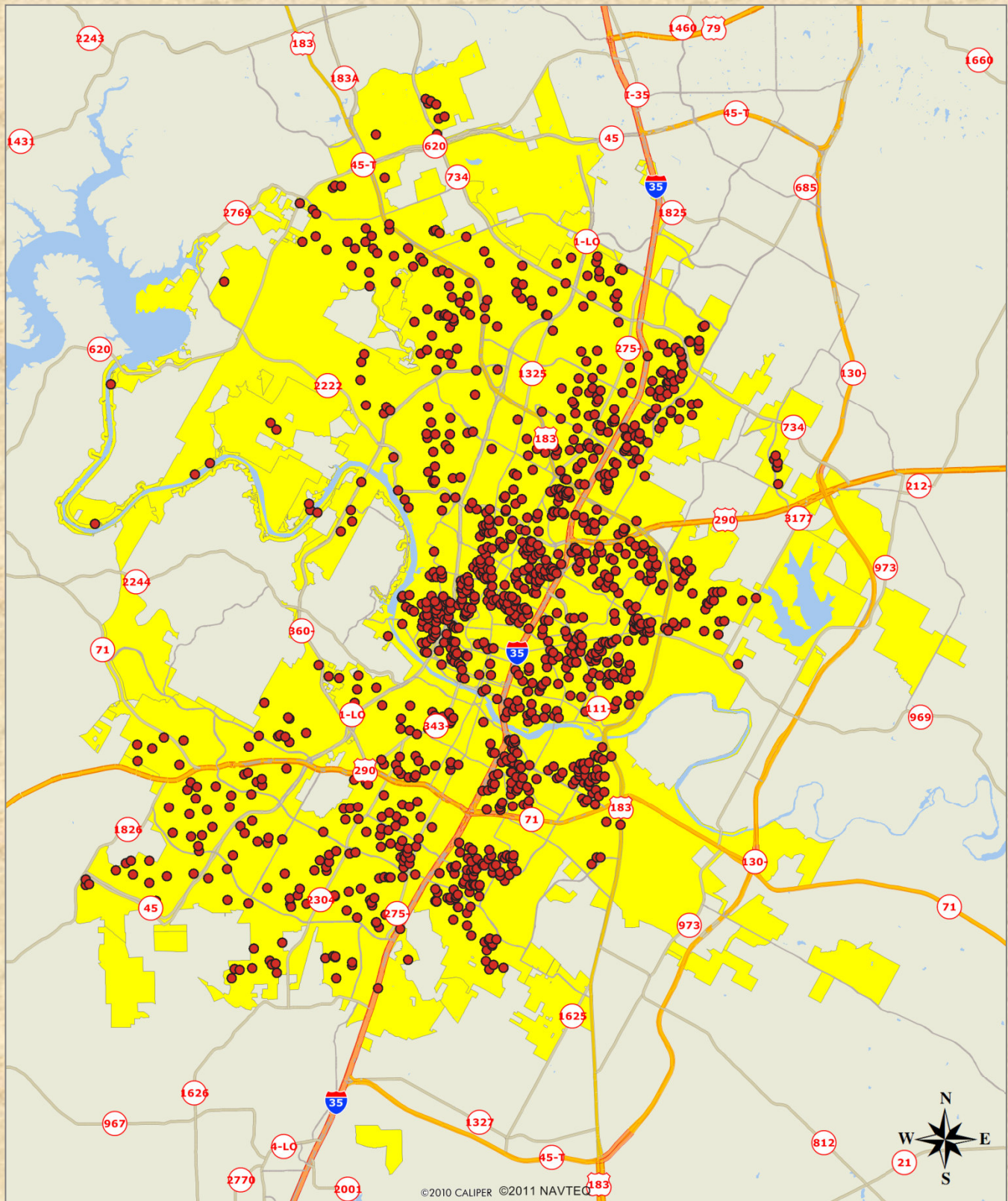
The maps on the following pages show the mean ratings for several questions on the survey by zip code.

If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

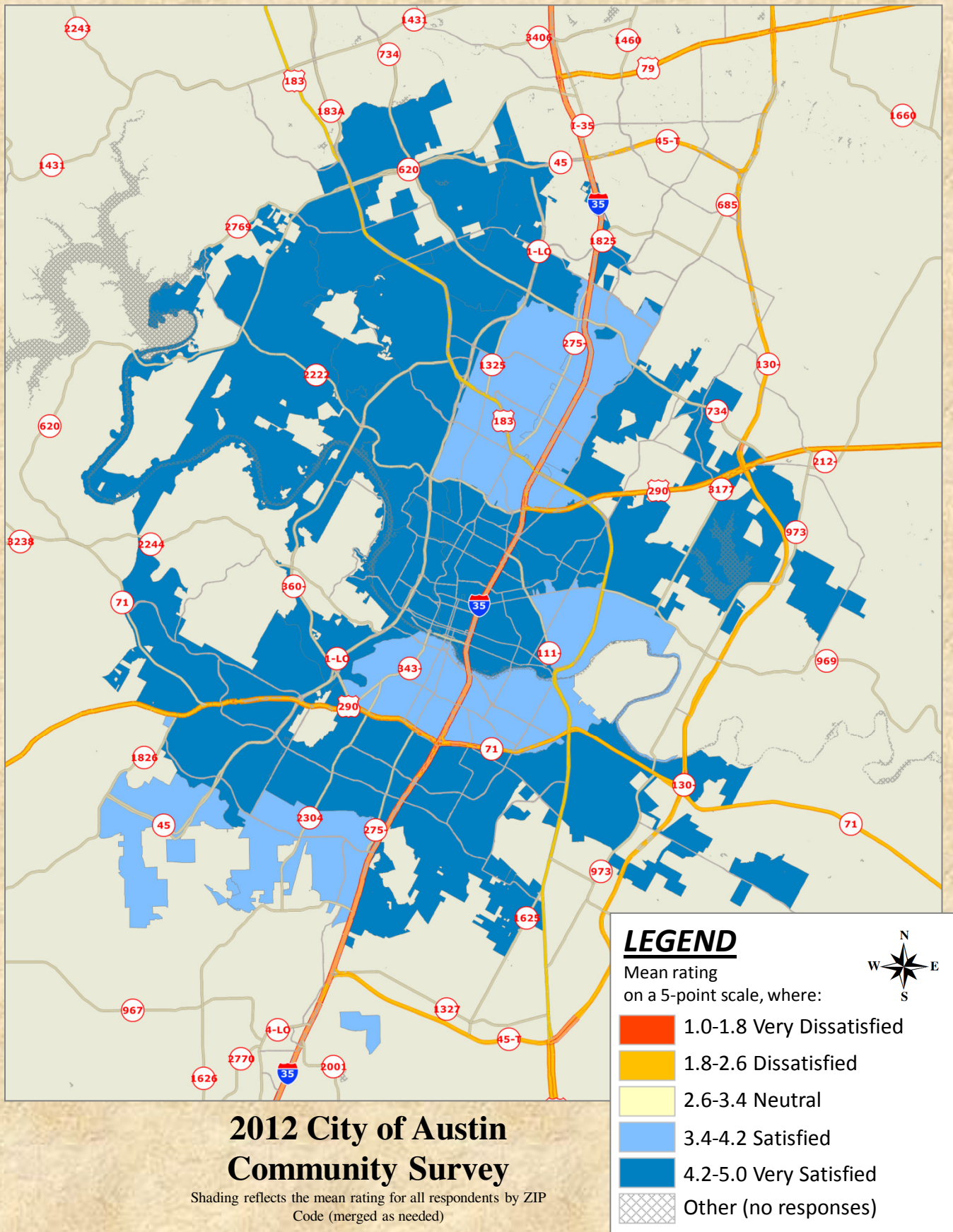
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.

Location of Survey Respondents

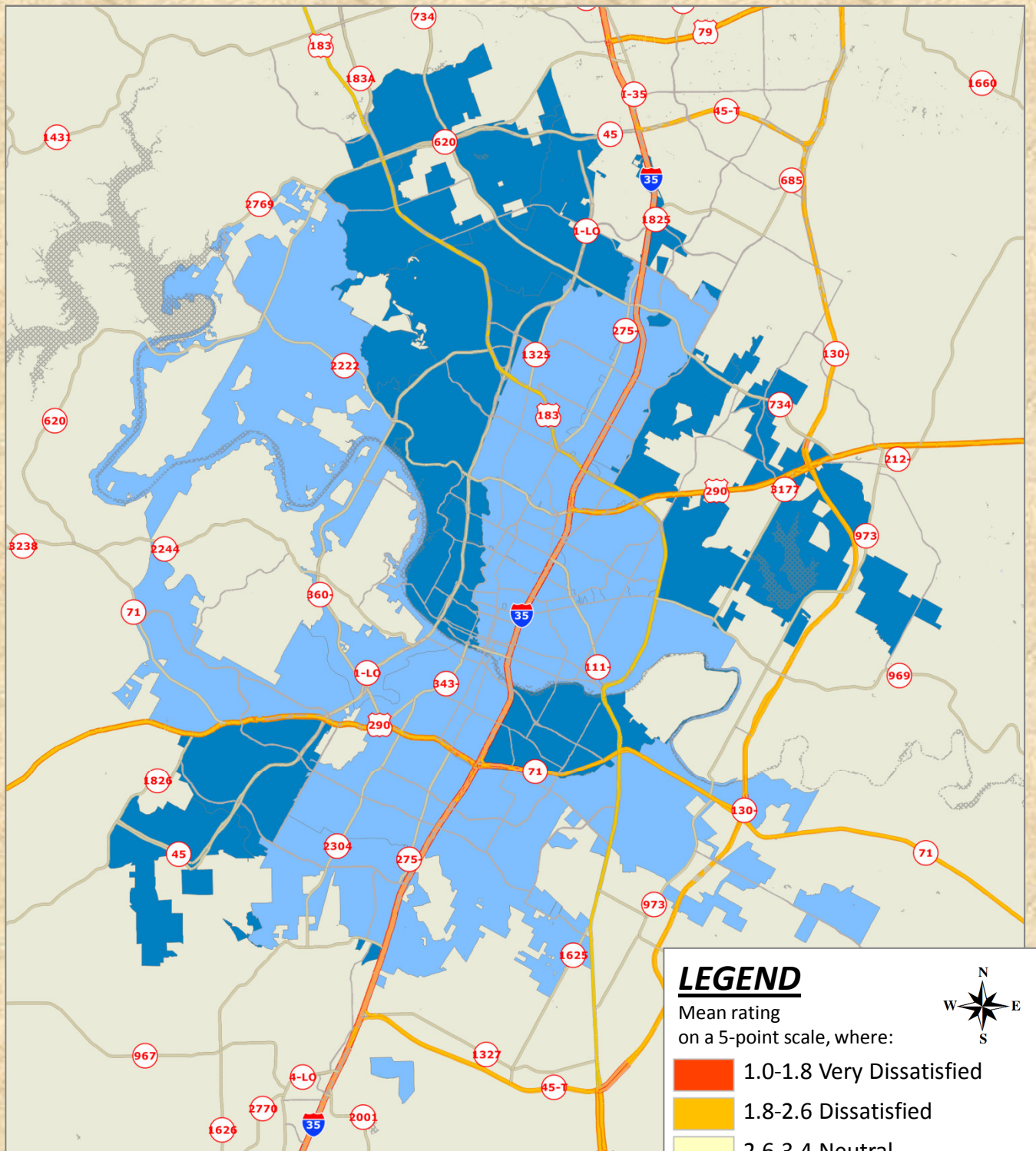


2012 City of Austin Community Survey

Q1a Satisfaction with the City of Austin as a place to live



Q1c Satisfaction with the City of Austin as a place to work



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

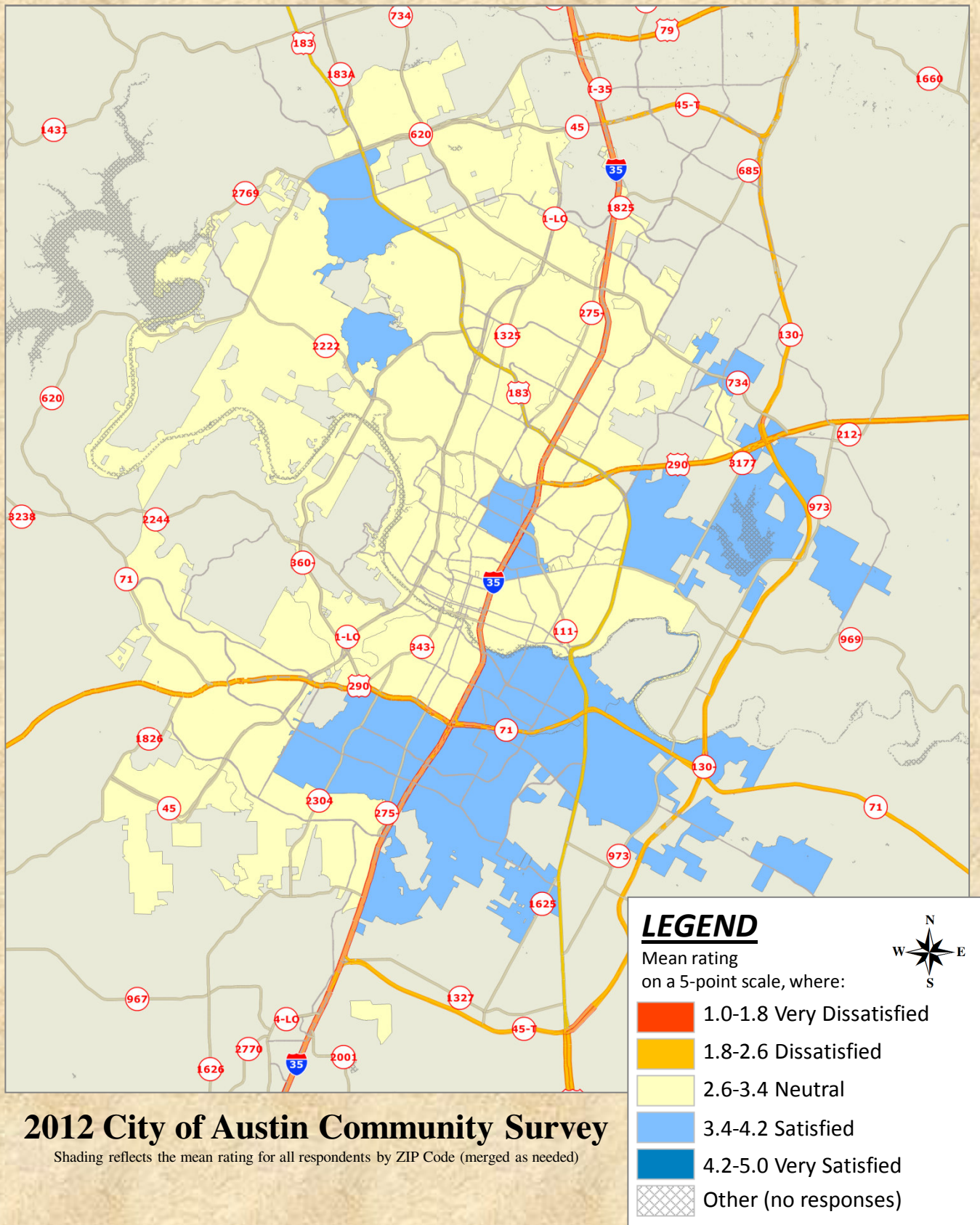
LEGEND

Mean rating
on a 5-point scale, where:

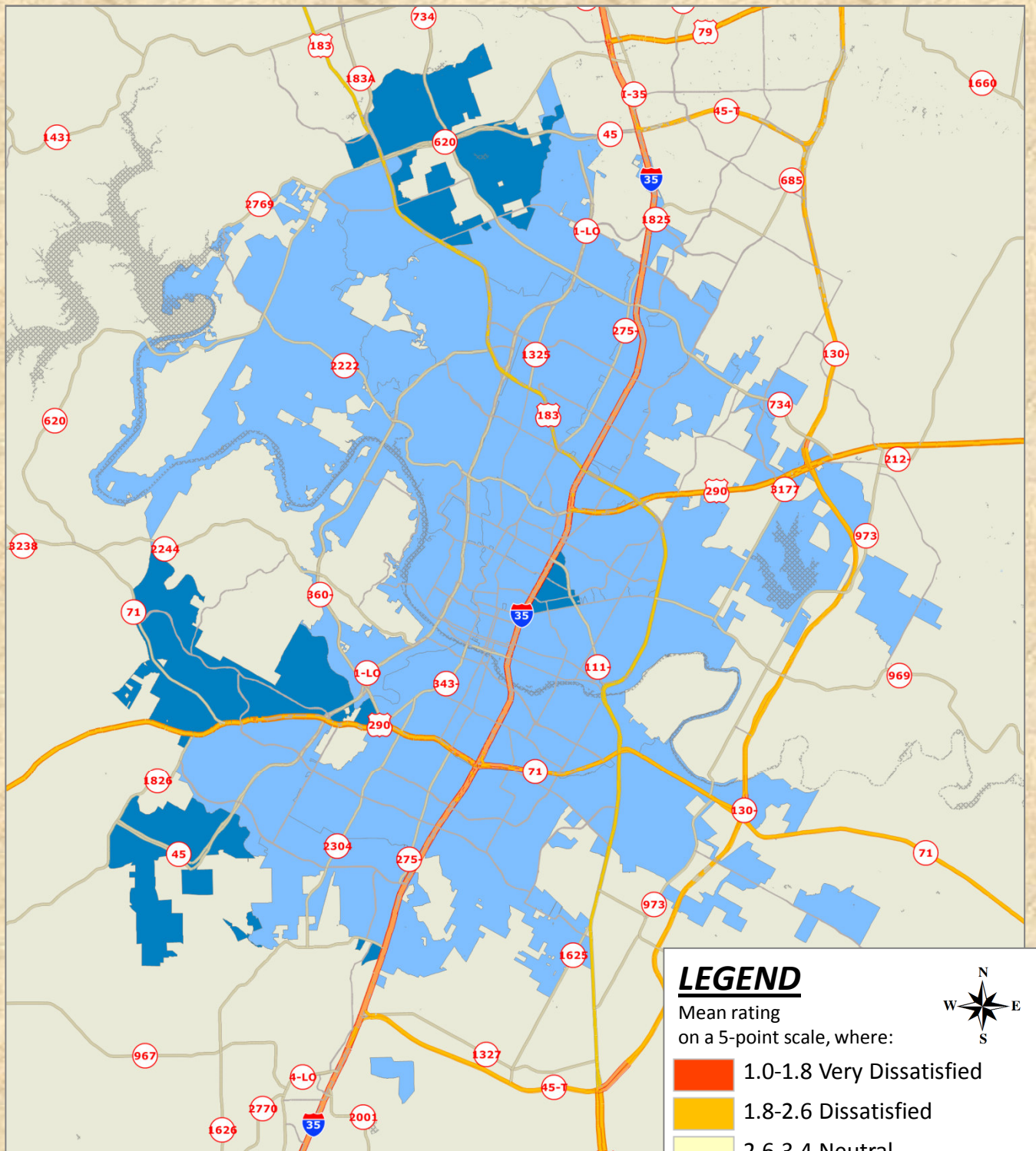
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q1e Satisfaction with the overall value received for City tax dollars and fees



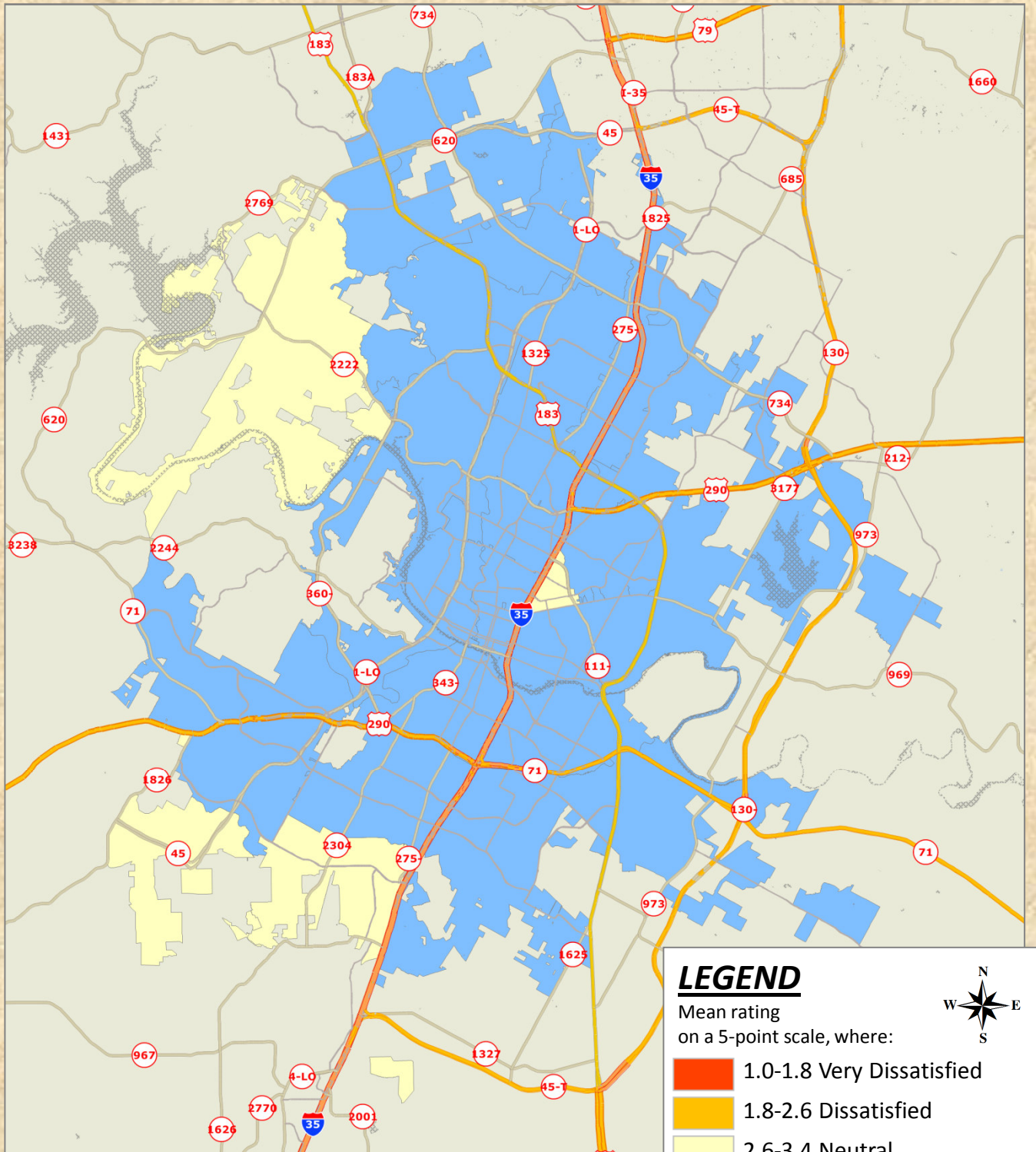
Q1f Satisfaction with the overall quality of life in the City



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

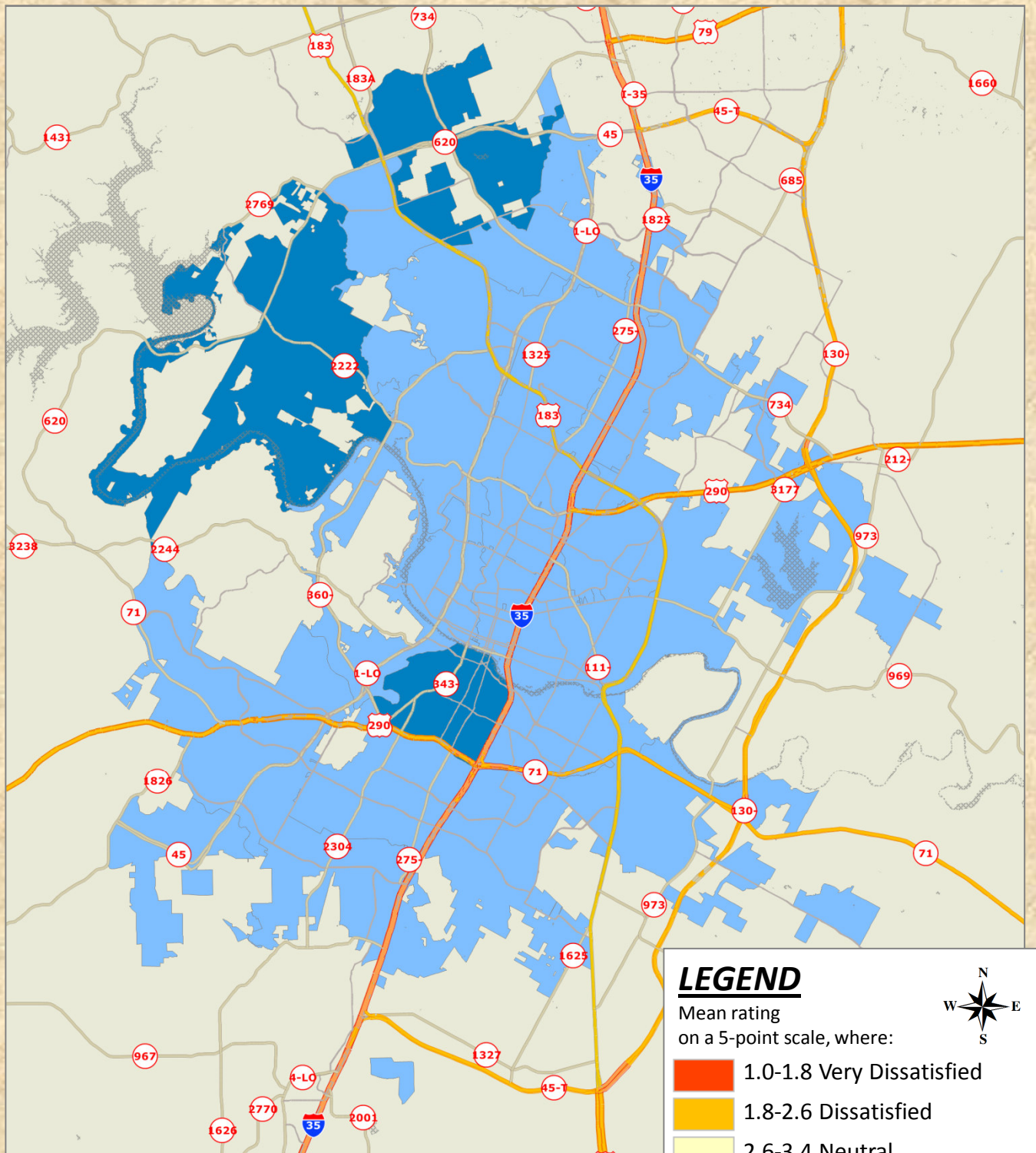
Q1h Satisfaction with the overall quality of services provided by the City



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q2a Satisfaction with the quality of parks and recreation programs and facilities



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

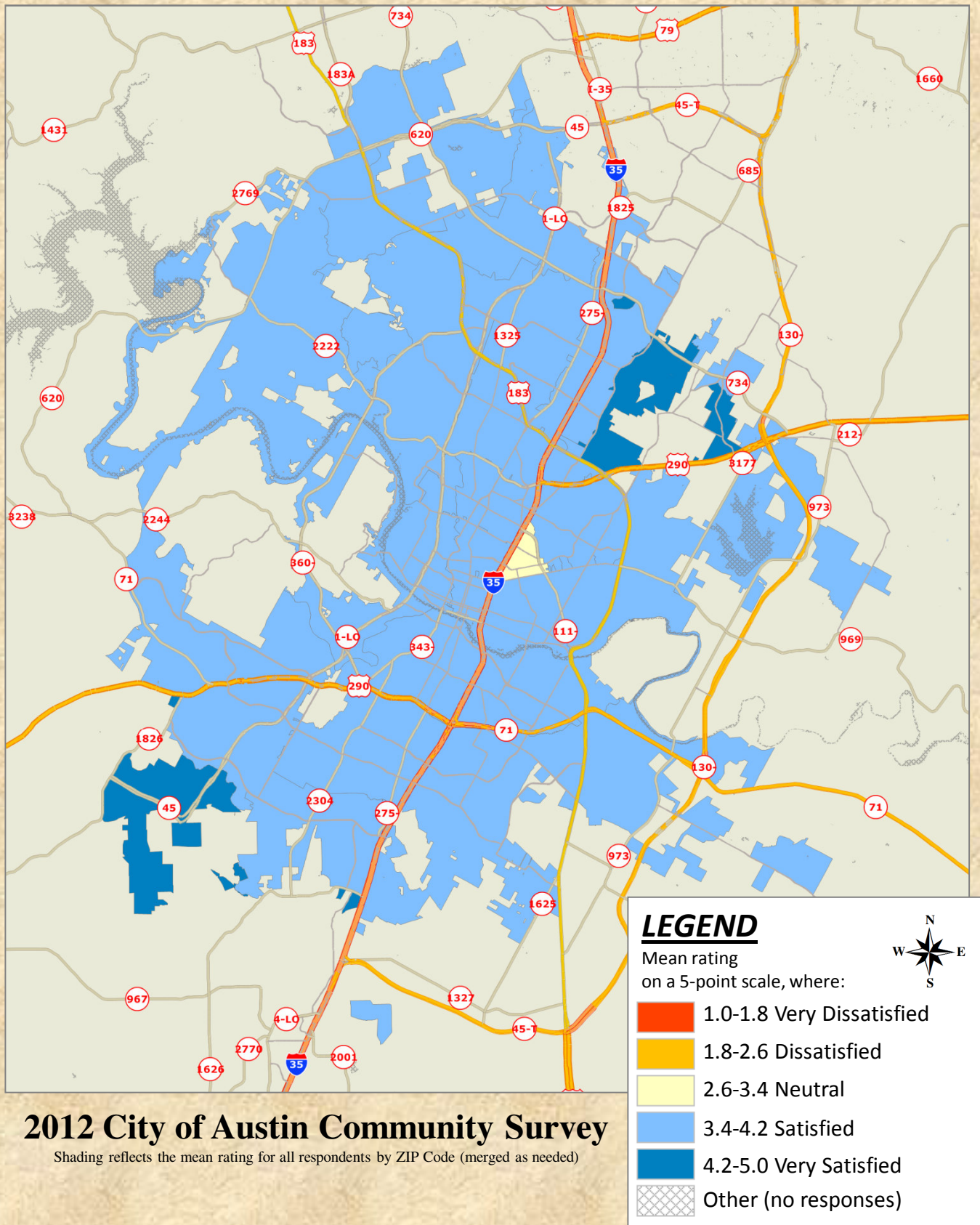
LEGEND

Mean rating
on a 5-point scale, where:

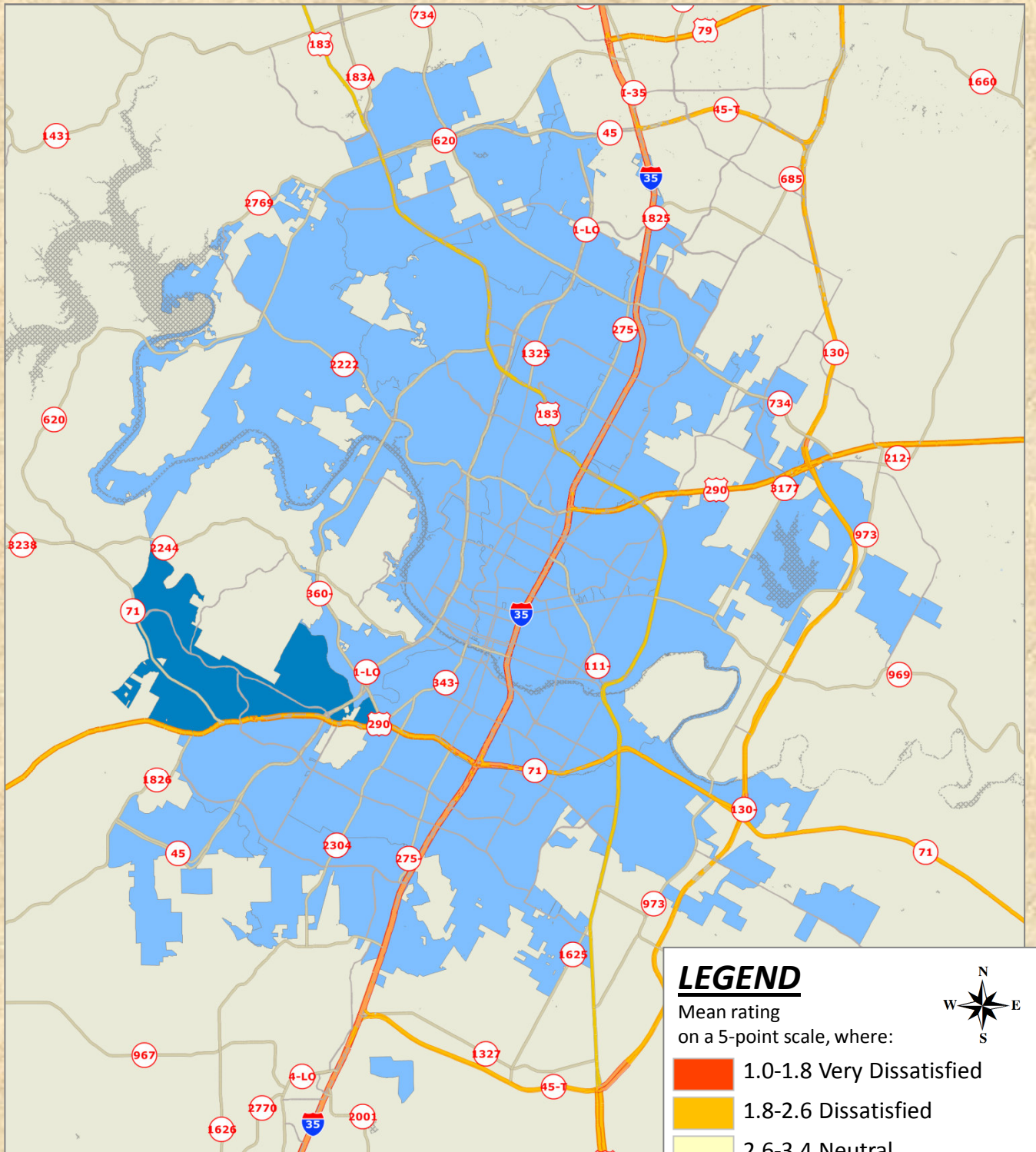
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q2b Satisfaction with the quality of city libraries



Q2c Satisfaction with the quality of public safety services



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

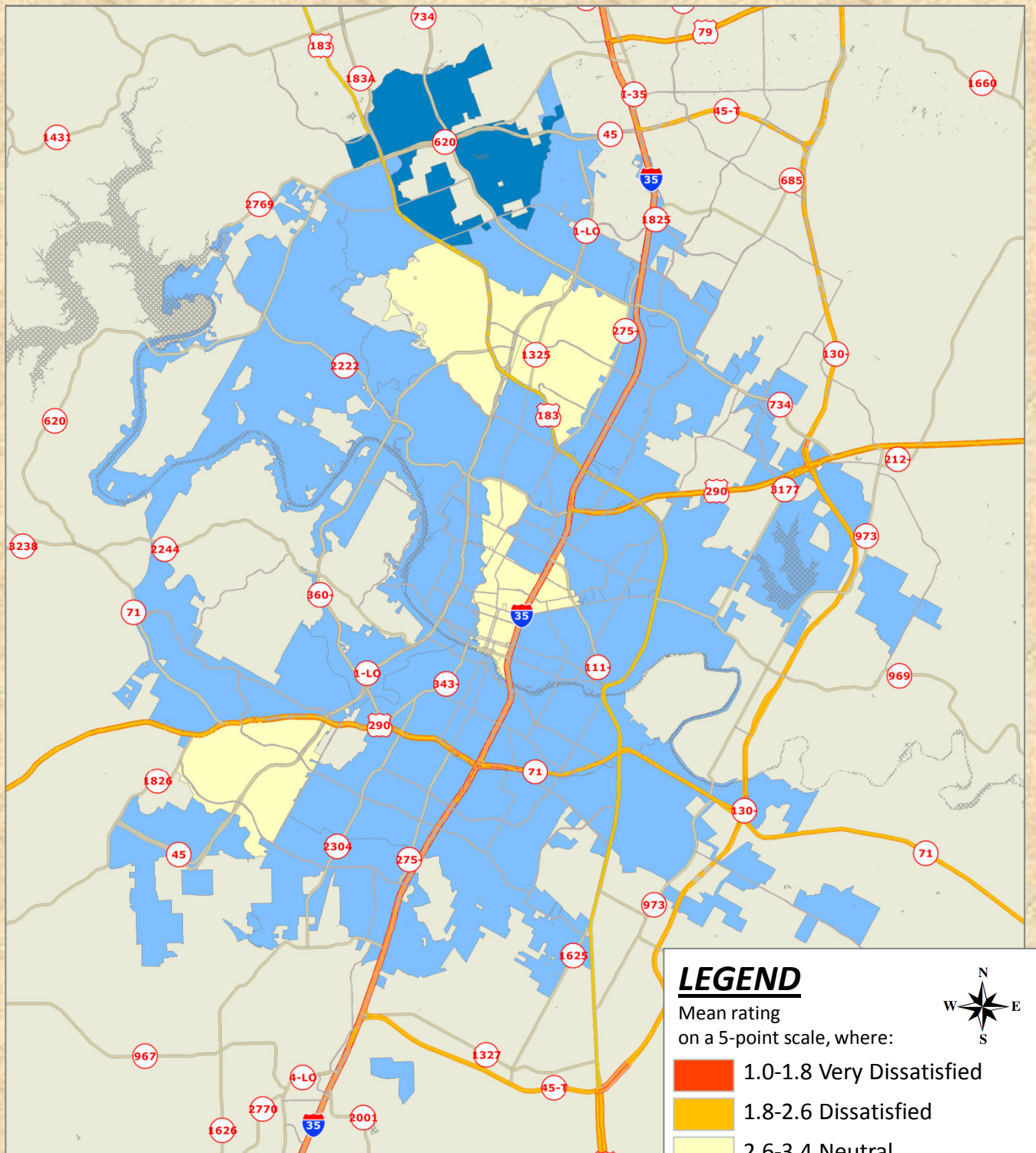
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



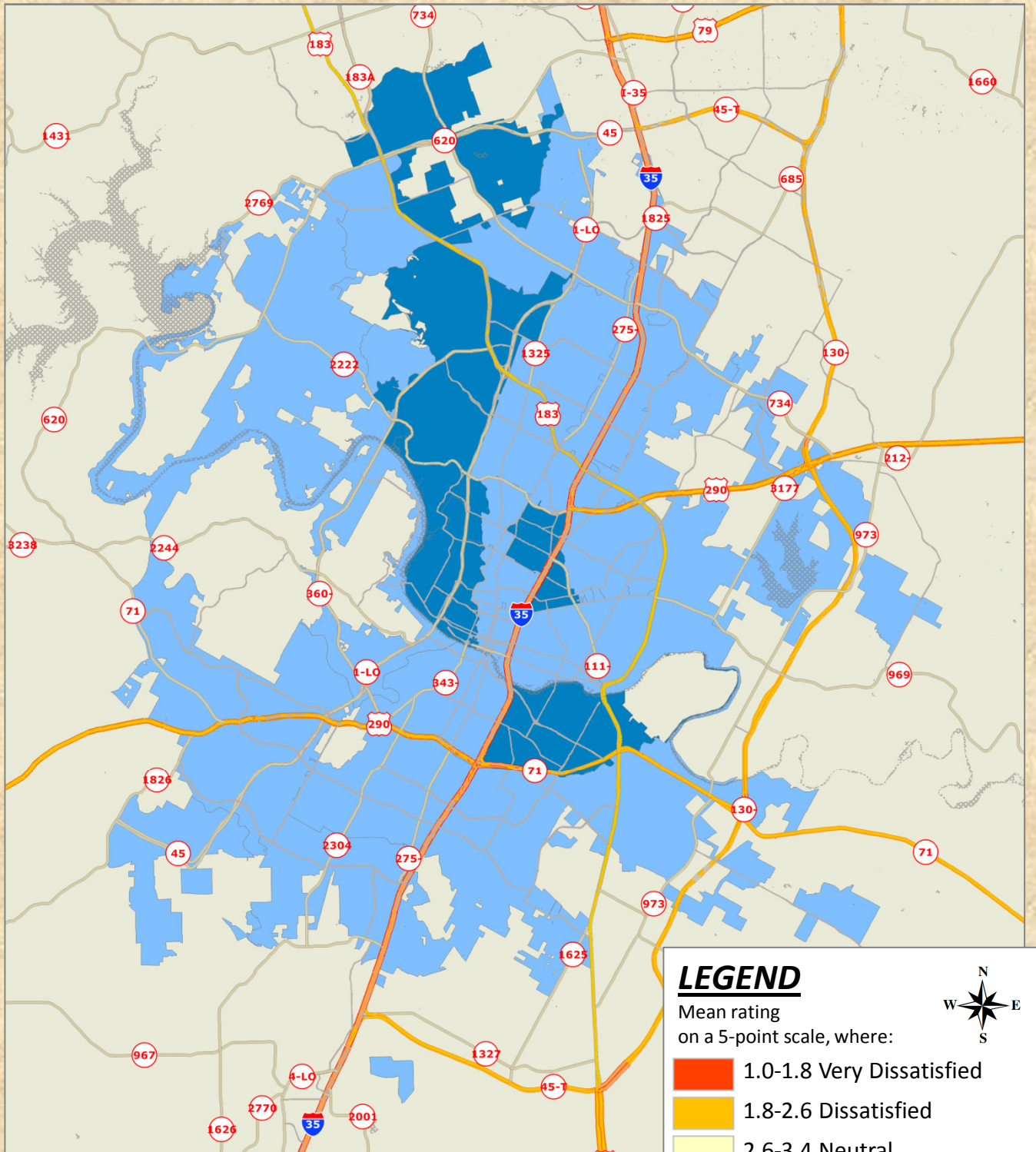
Q2d Satisfaction with the quality of municipal court services



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q2e Satisfaction with the quality of the Austin-Bergstrom International Airport



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

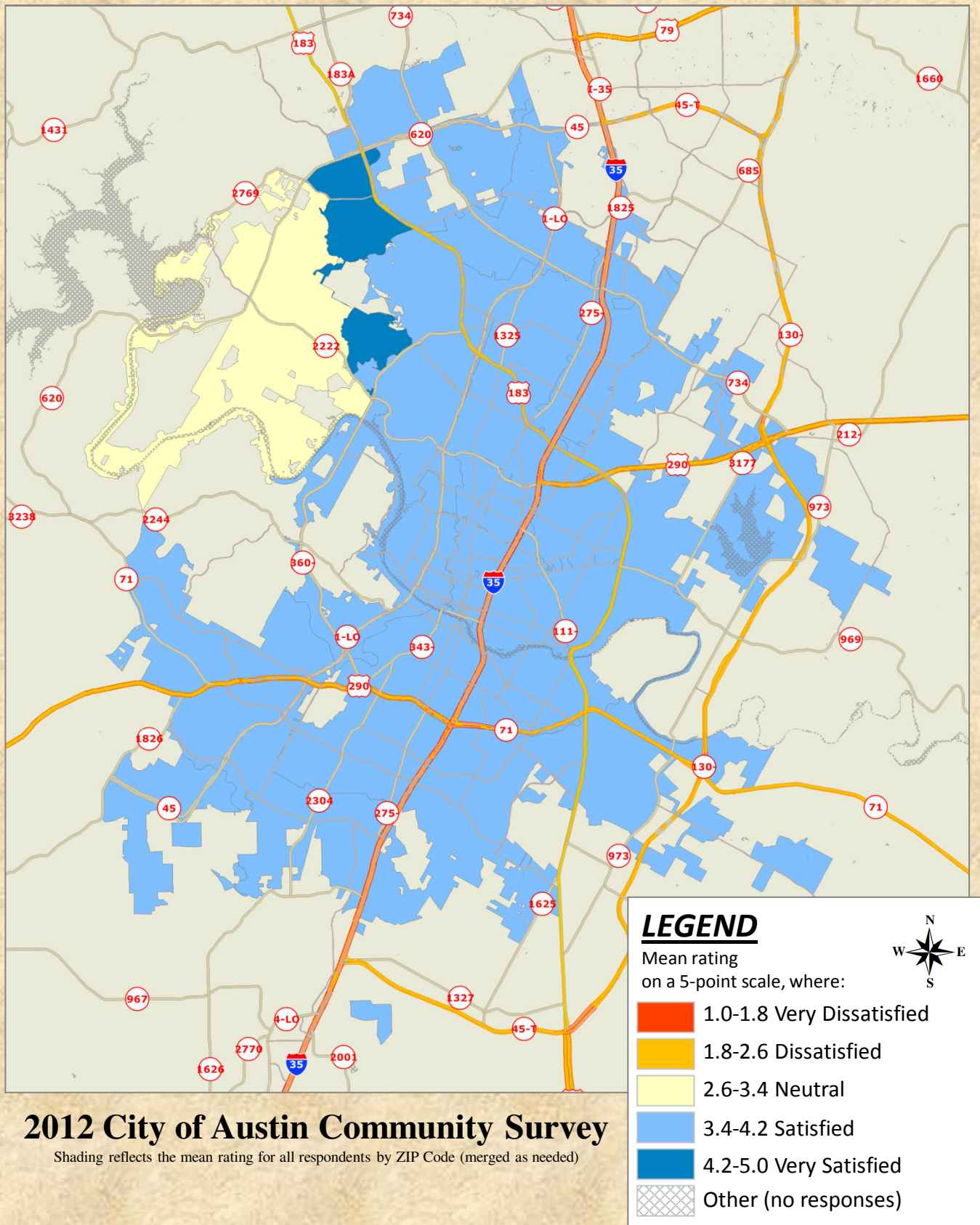
LEGEND

Mean rating
on a 5-point scale, where:

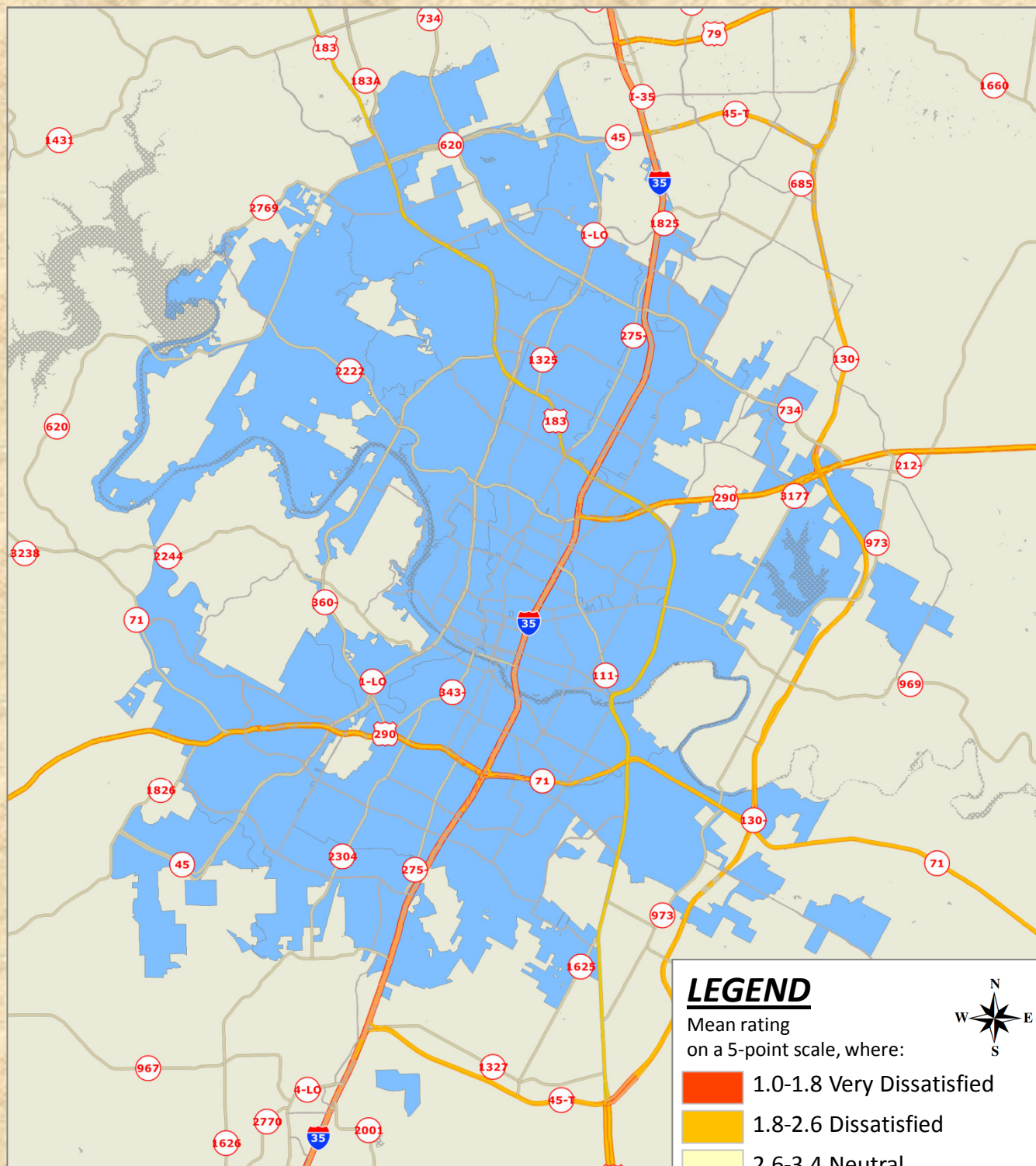
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q2f Satisfaction with the quality of drinking water provided by the Austin Water Utility



Q2g Satisfaction with the quality of wastewater services provided by the Austin Water Utility



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

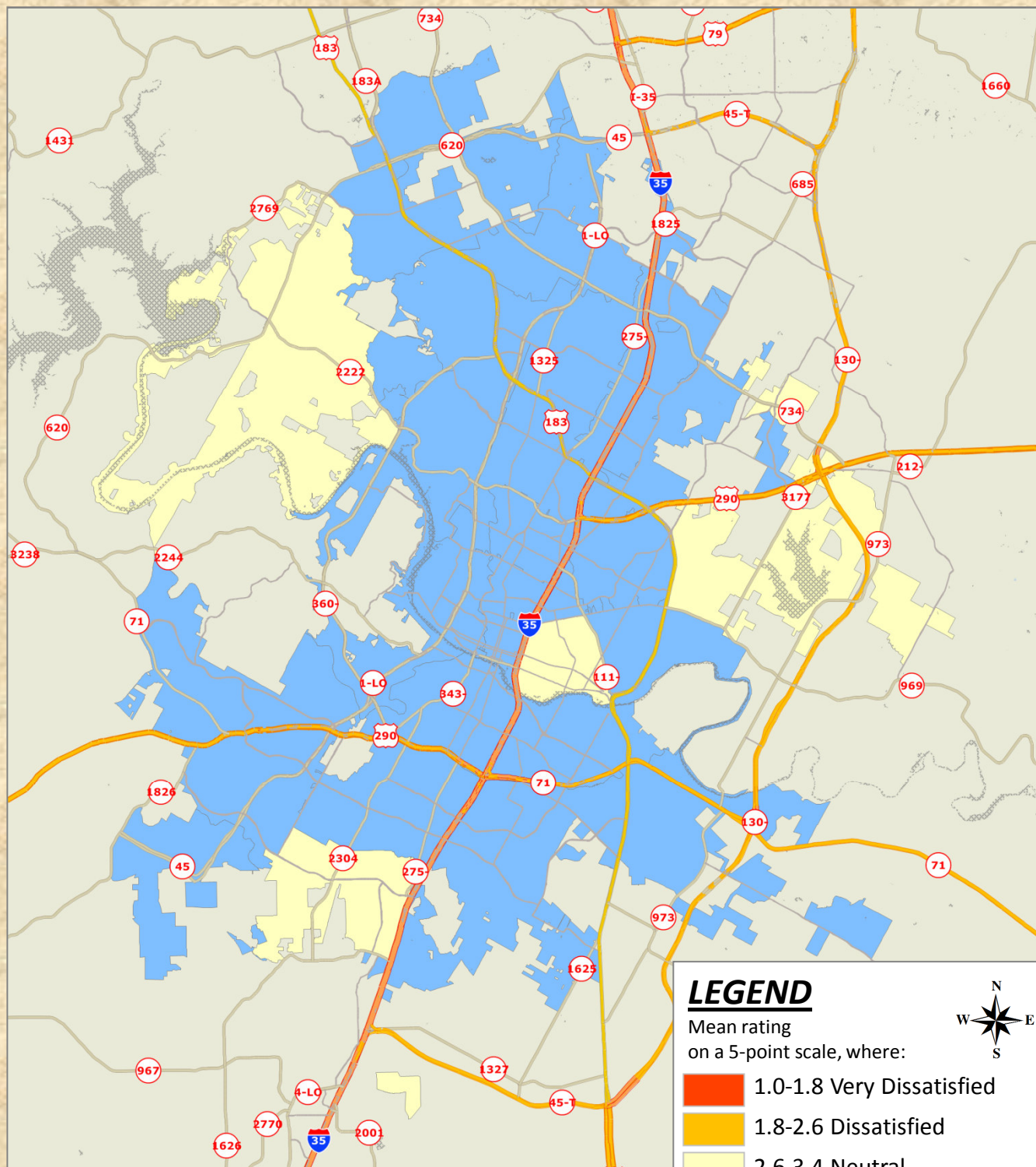
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q2h Satisfaction with the quality of electric utility services provided by Austin Energy



2012 City of Austin Community Survey

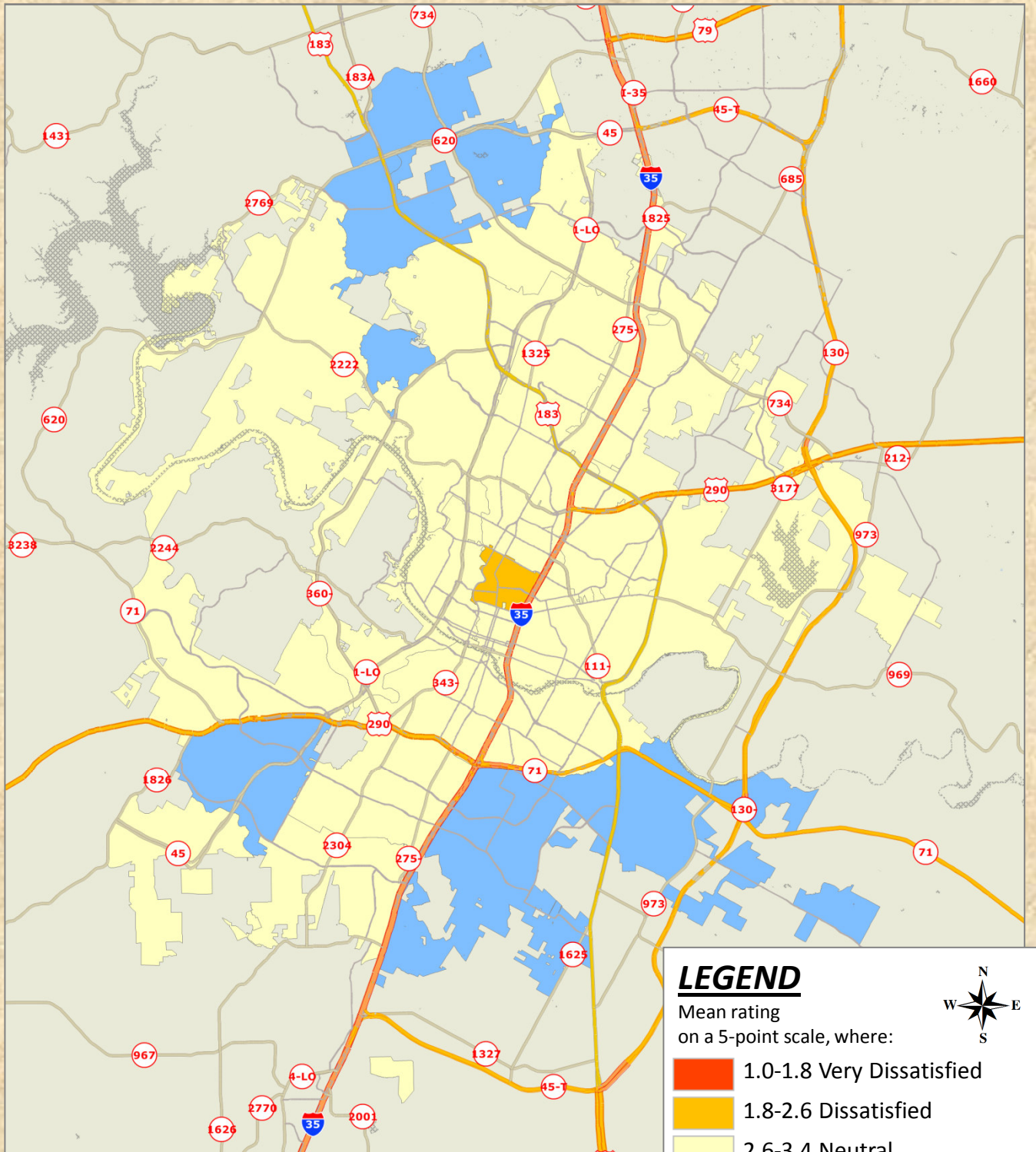
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

Q2i Satisfaction with the maintenance of city streets and sidewalks



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

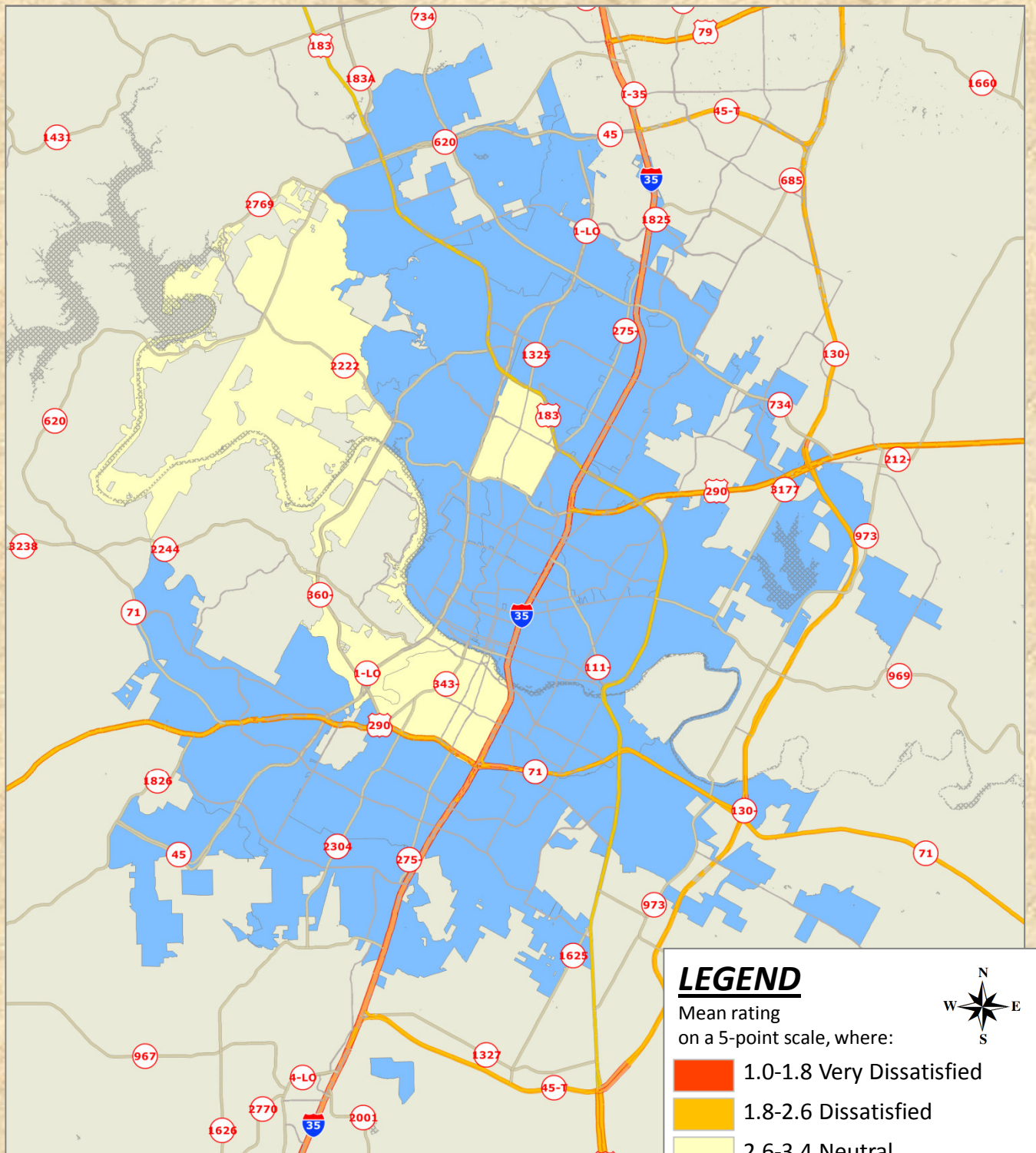
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



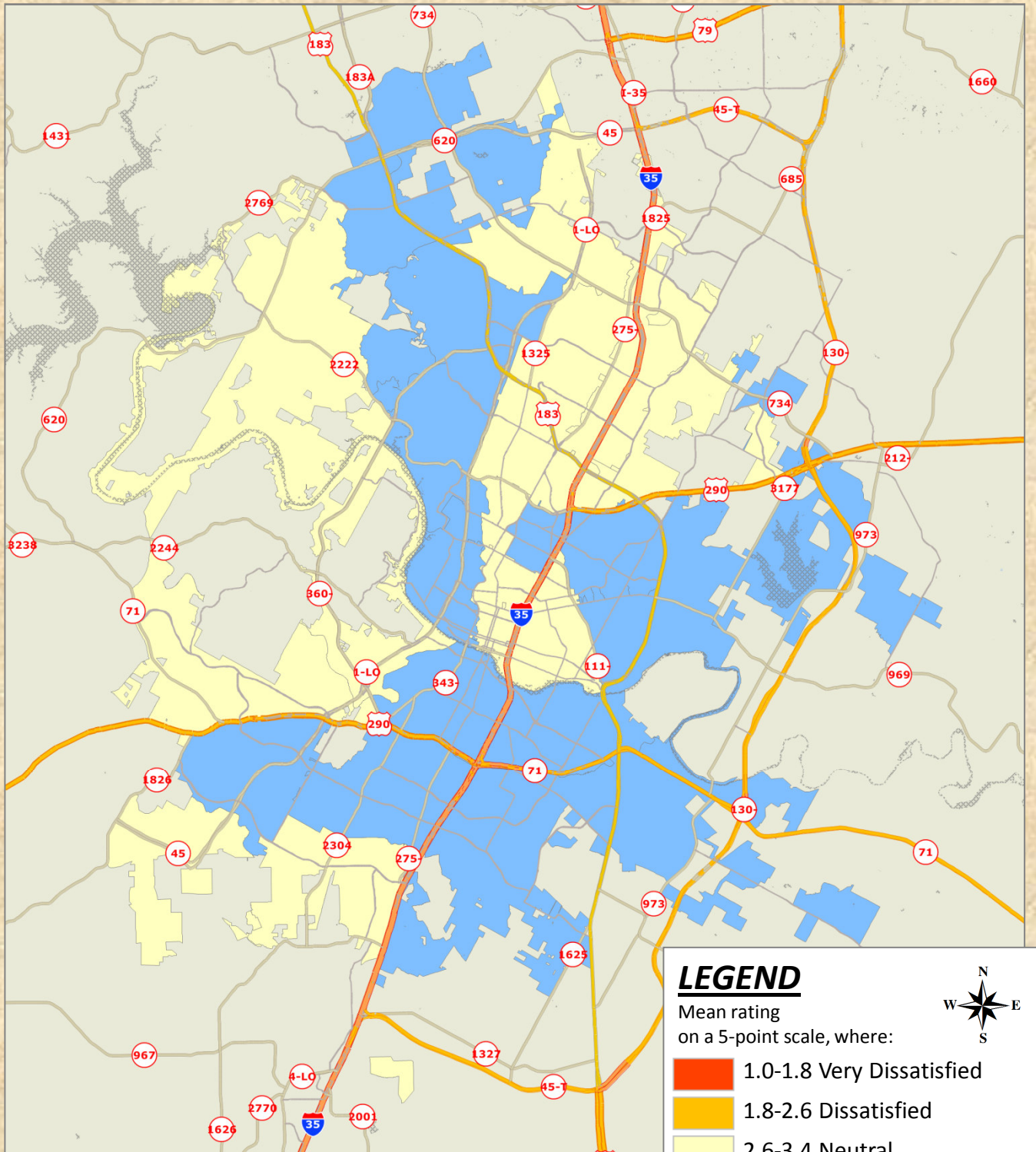
Q2j Satisfaction with the management of stormwater runoff



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

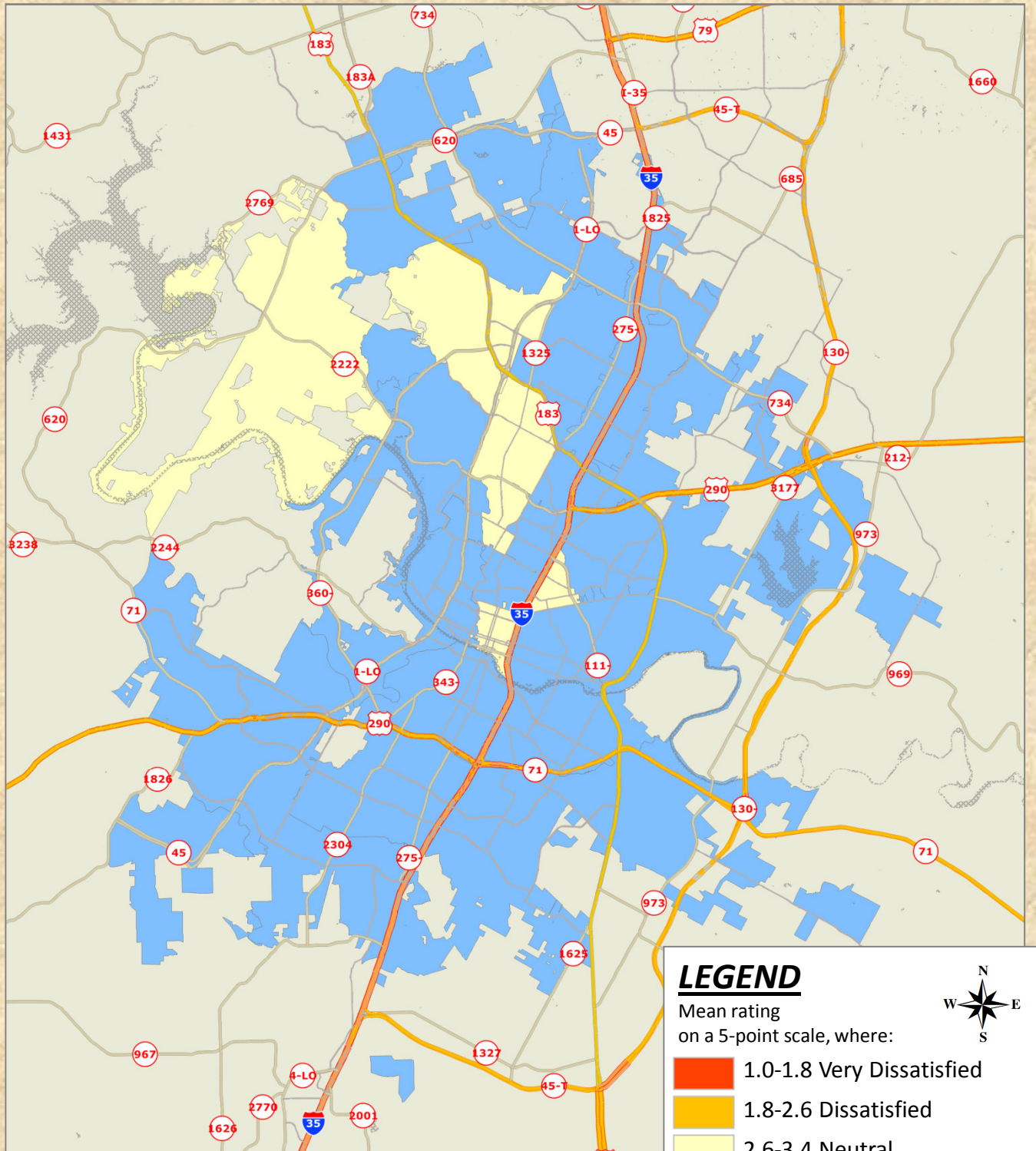
Q2k Satisfaction with the effectiveness of communication by the City of Austin staff



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q2I Satisfaction with the quality of health and human services



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

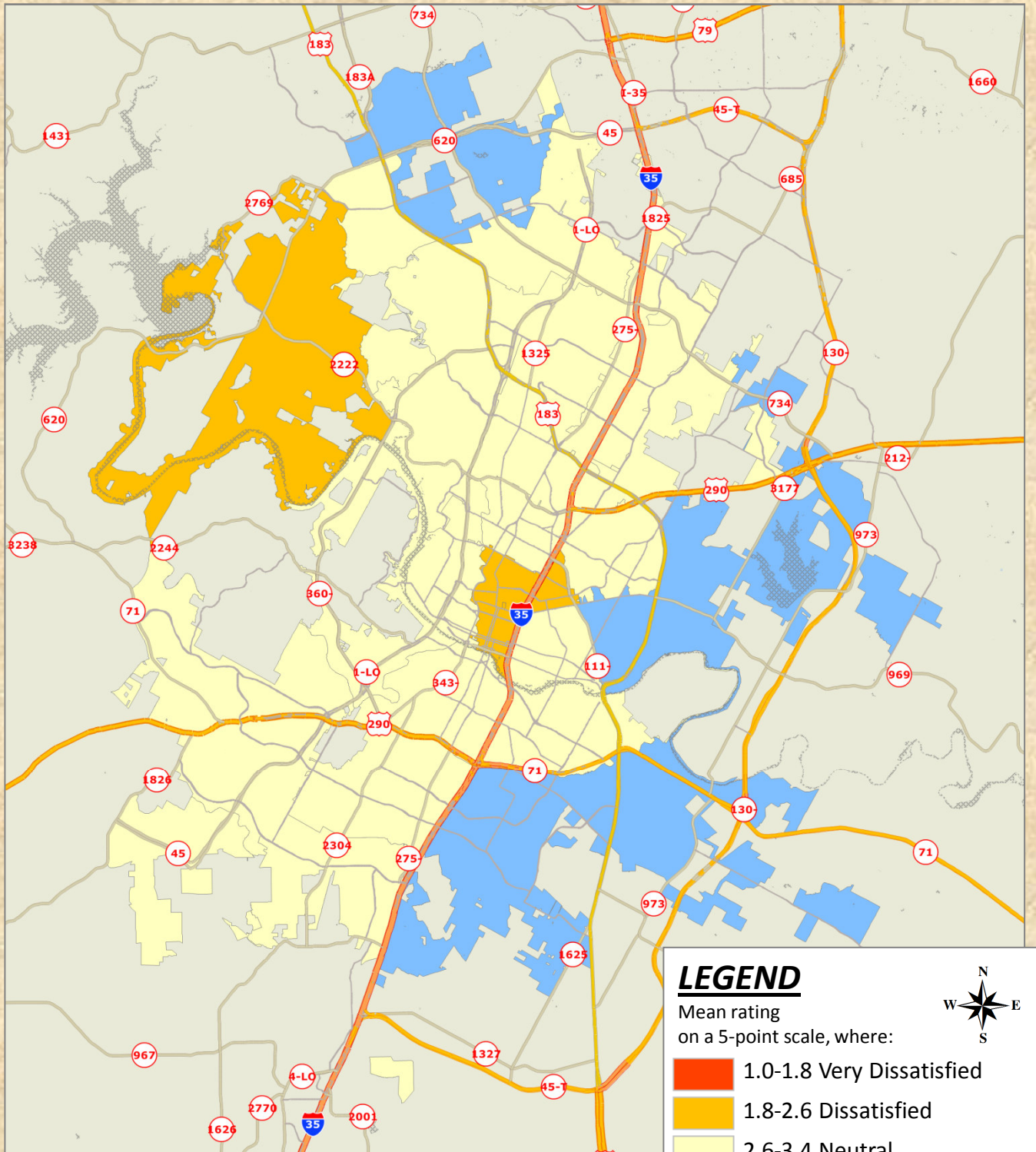
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



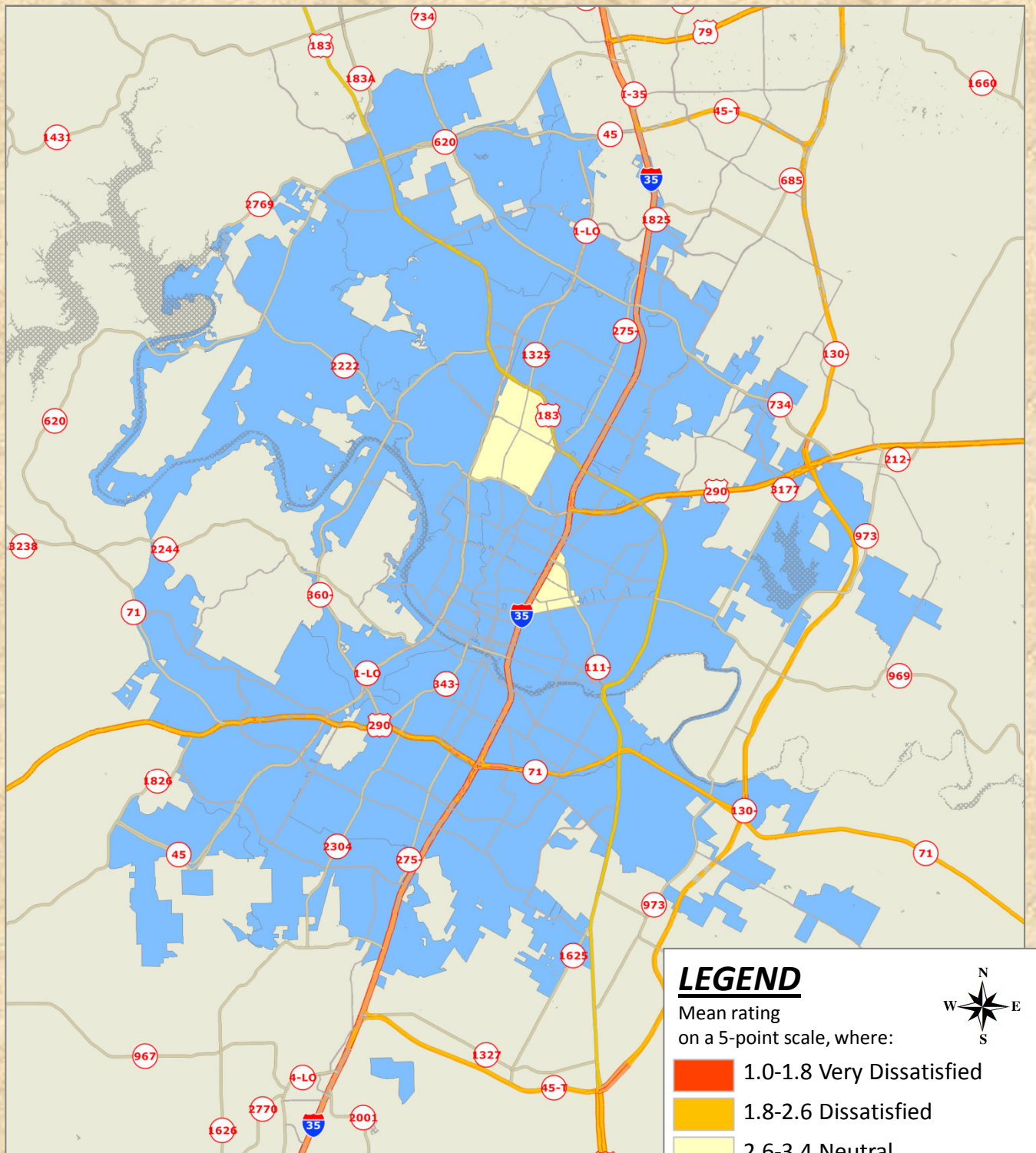
Q2m Satisfaction with planning, development review, permitting and inspection services



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

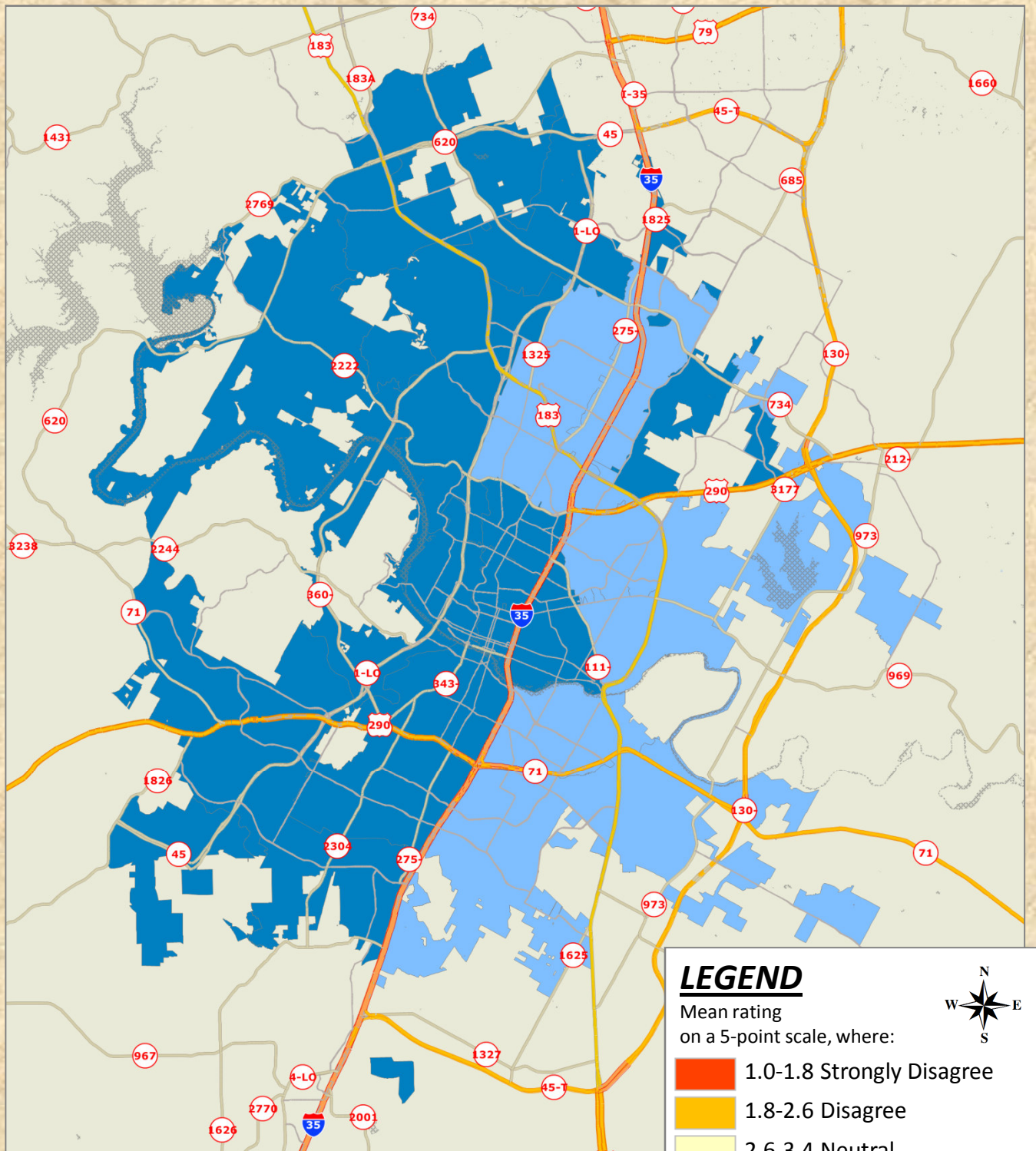
Q2n Satisfaction with Animal Services



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q4a Agreement that residents feel safe in their neighborhood during the day



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

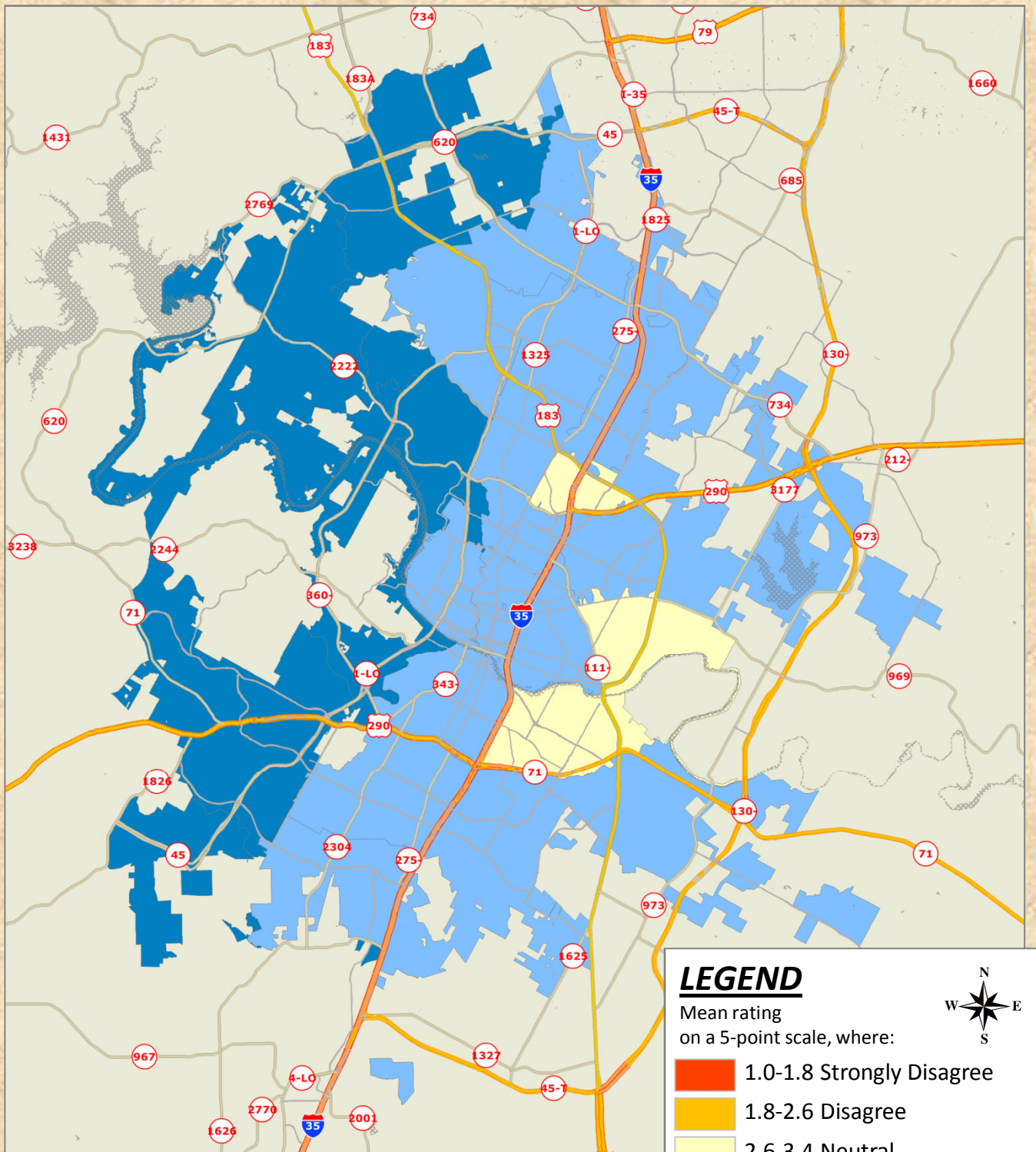
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)



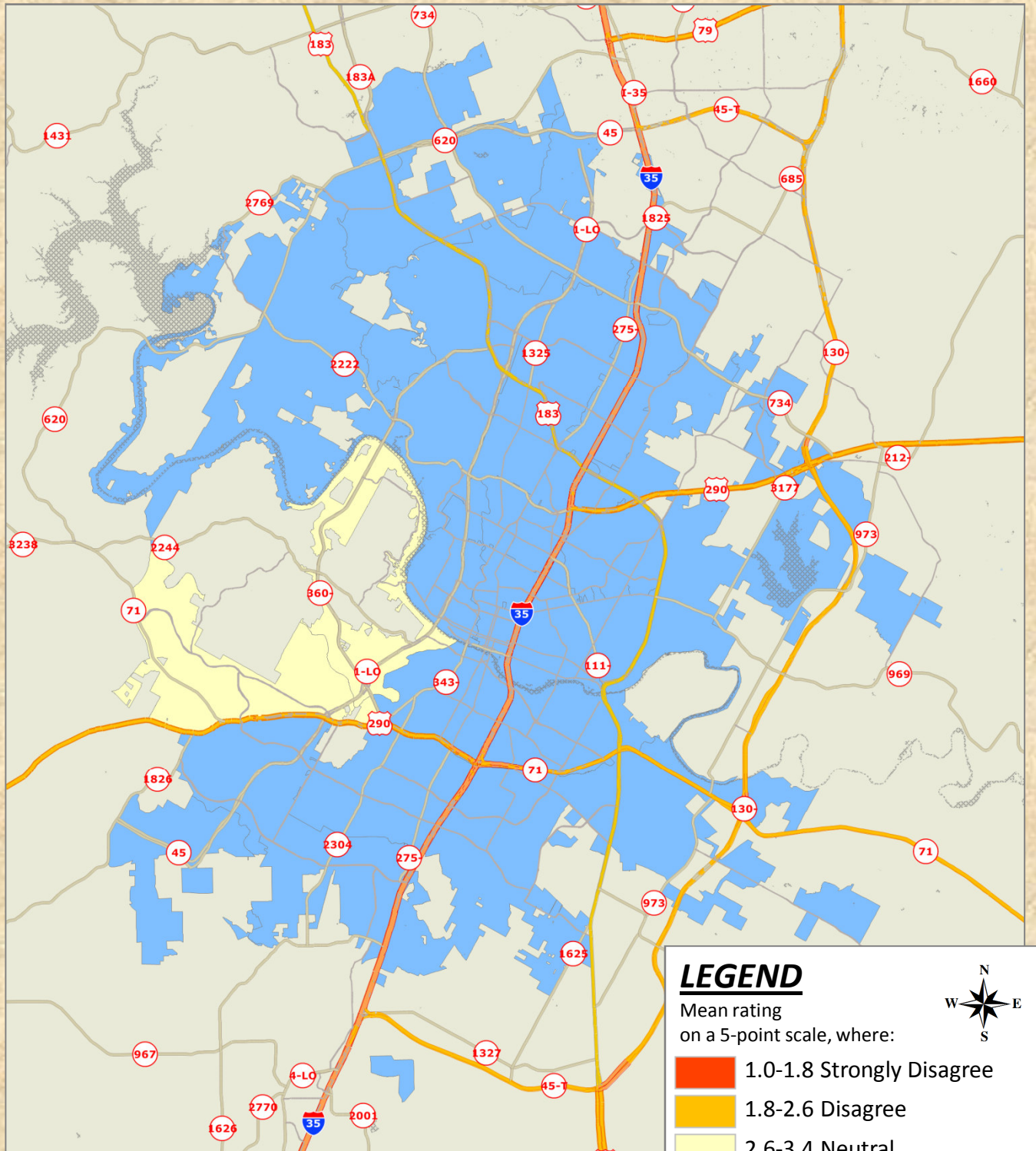
Q4b Agreement that residents feel safe in their neighborhood at night



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

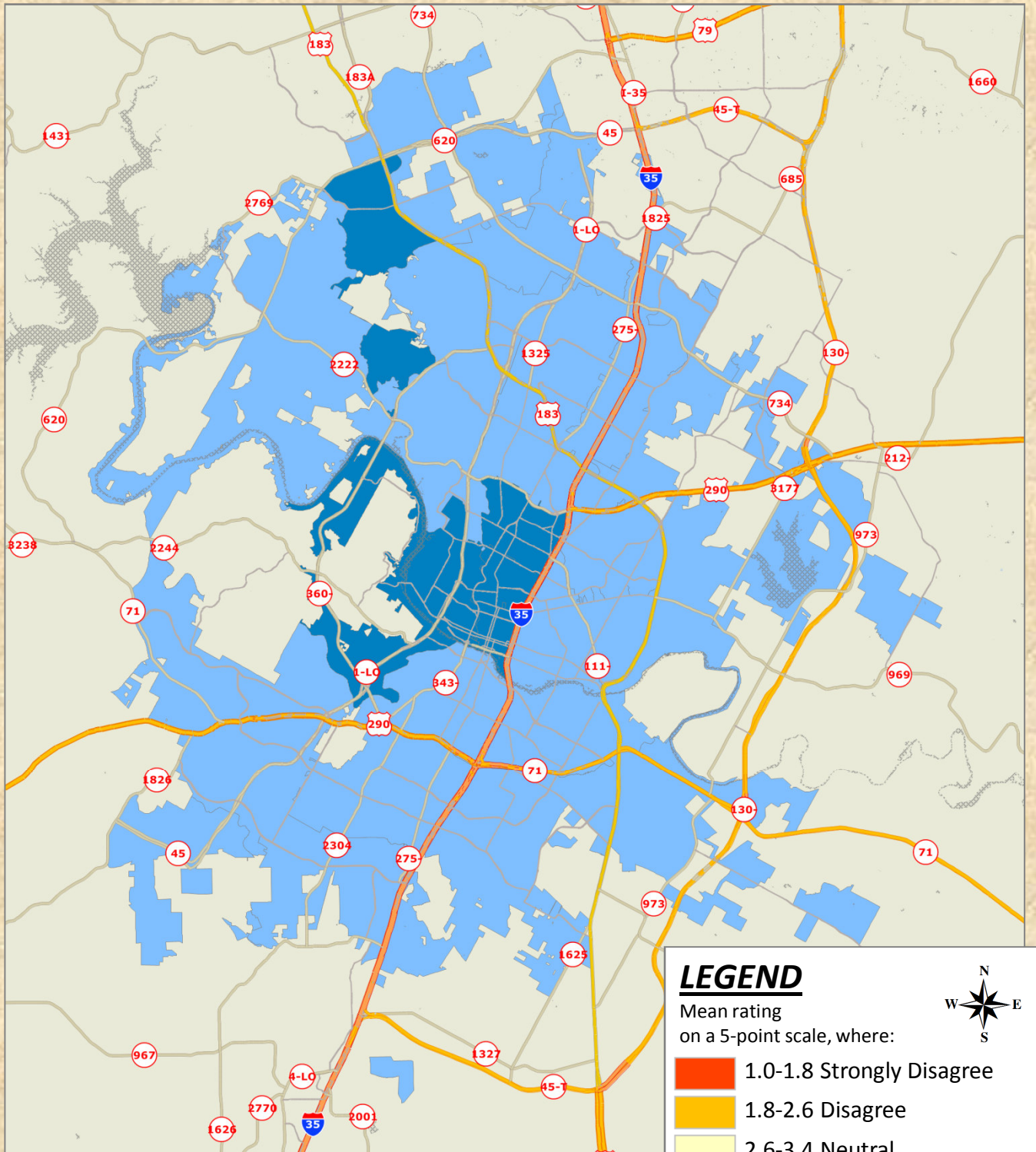
Q4c Agreement that residents feel safe in city parks



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q4d Agreement that residents feel safe walking alone downtown during the day



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

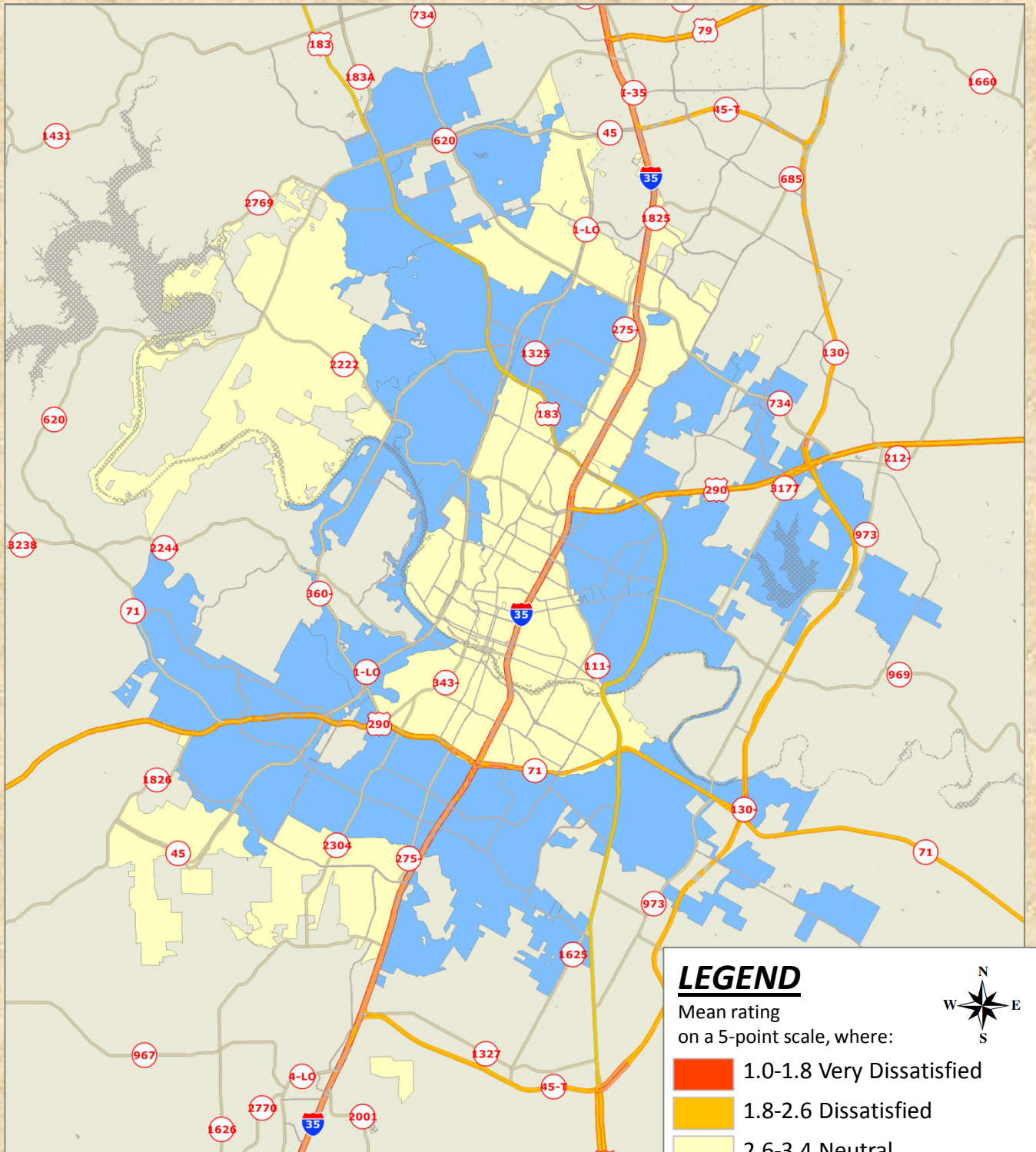
- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- Other (no responses)





Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

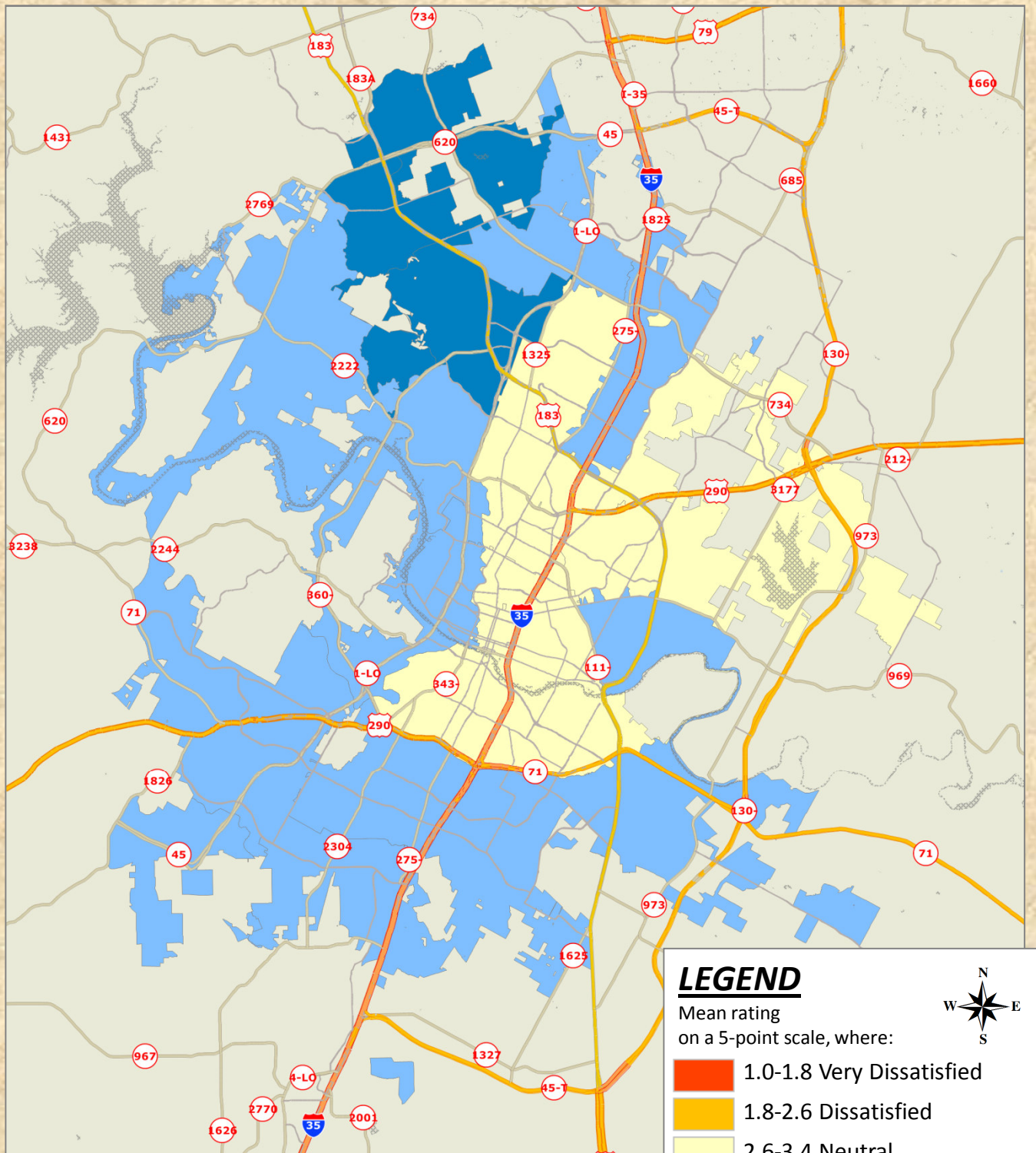
Q5a Satisfaction with the condition of major city streets



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q5b Satisfaction with the condition of neighborhood streets



2012 City of Austin Community Survey

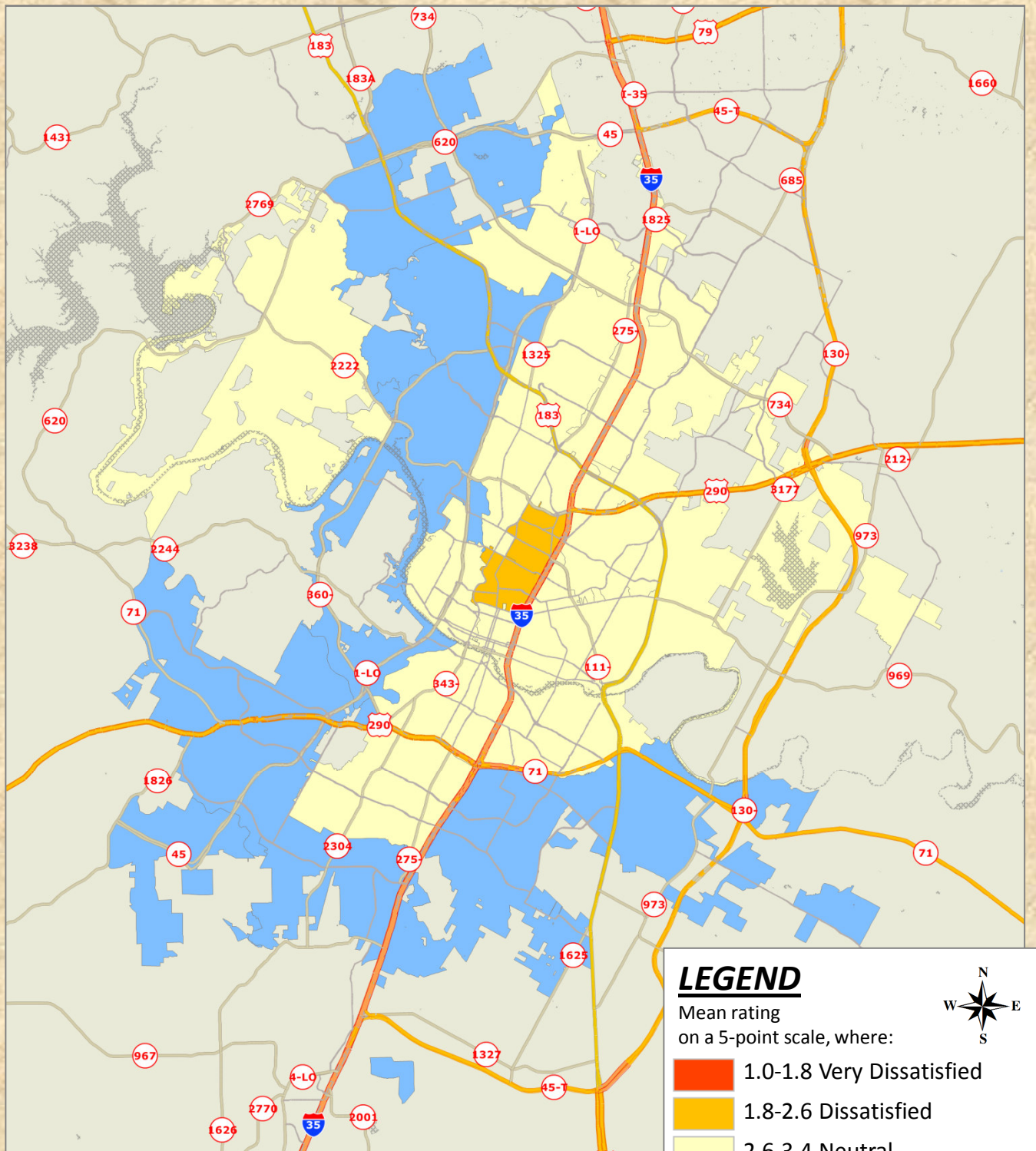
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

Q5c Satisfaction with the condition of neighborhood sidewalks



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

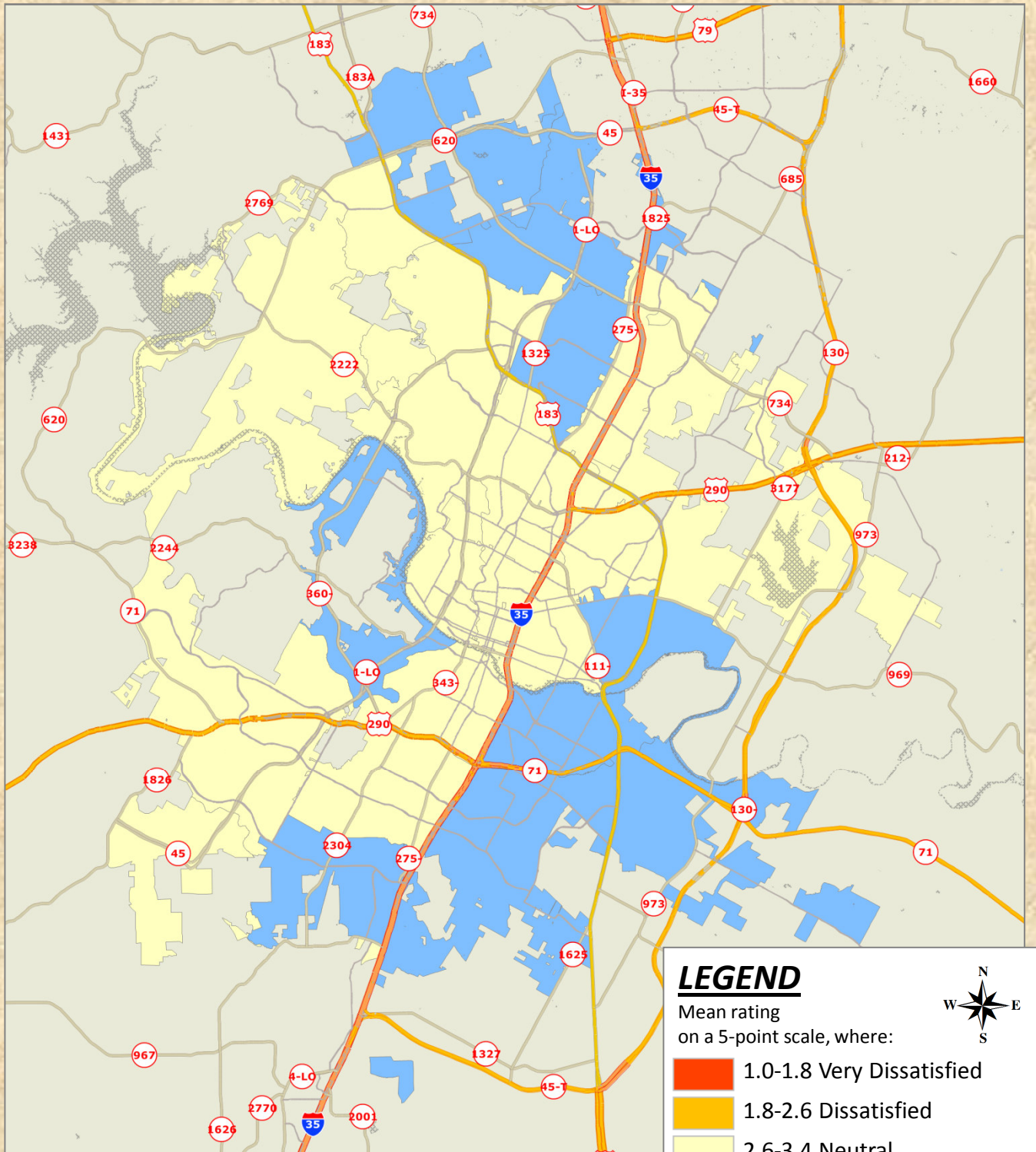
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q5d Satisfaction with the timing of traffic signals



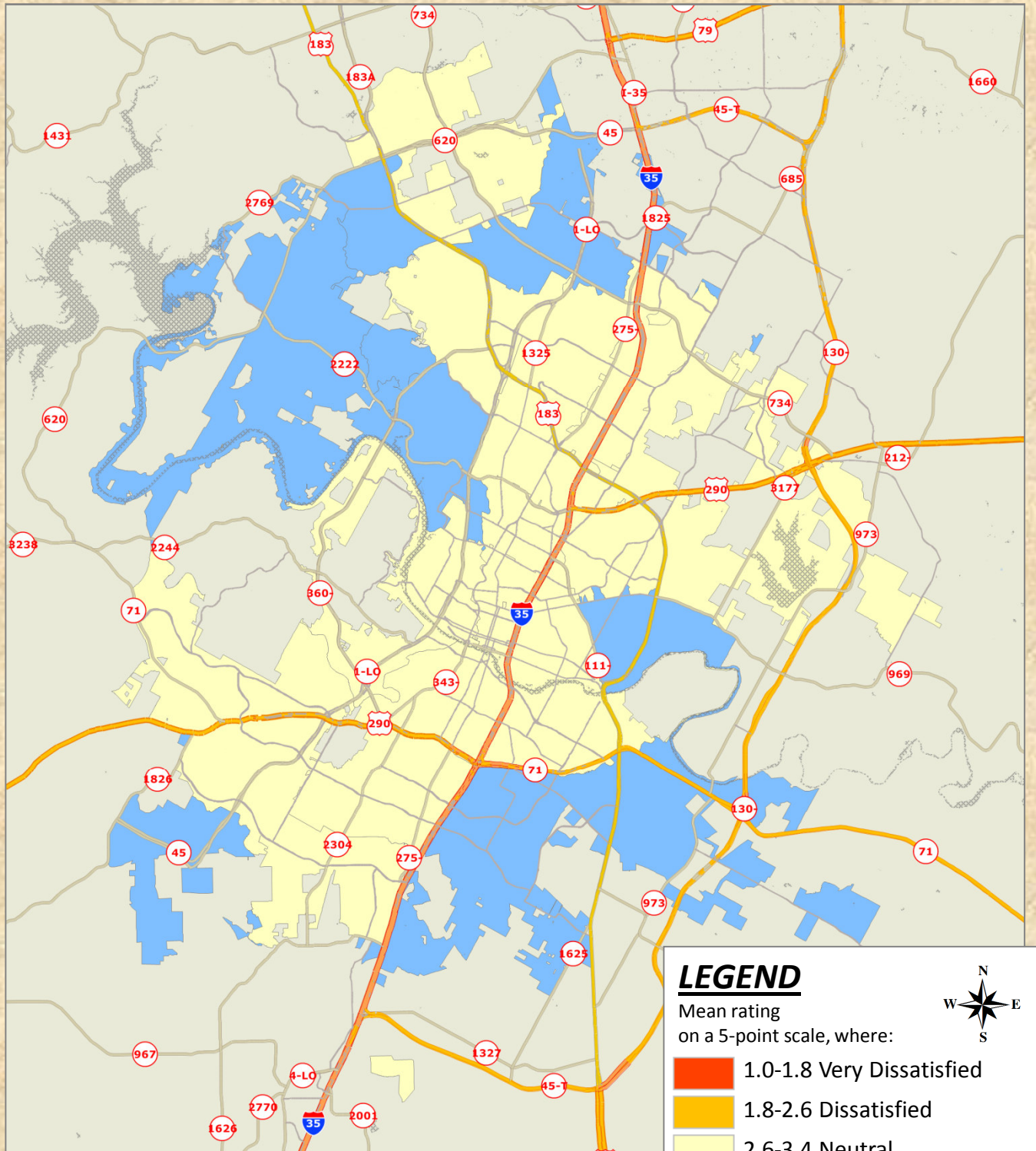
2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)



ETC Institute (2012)

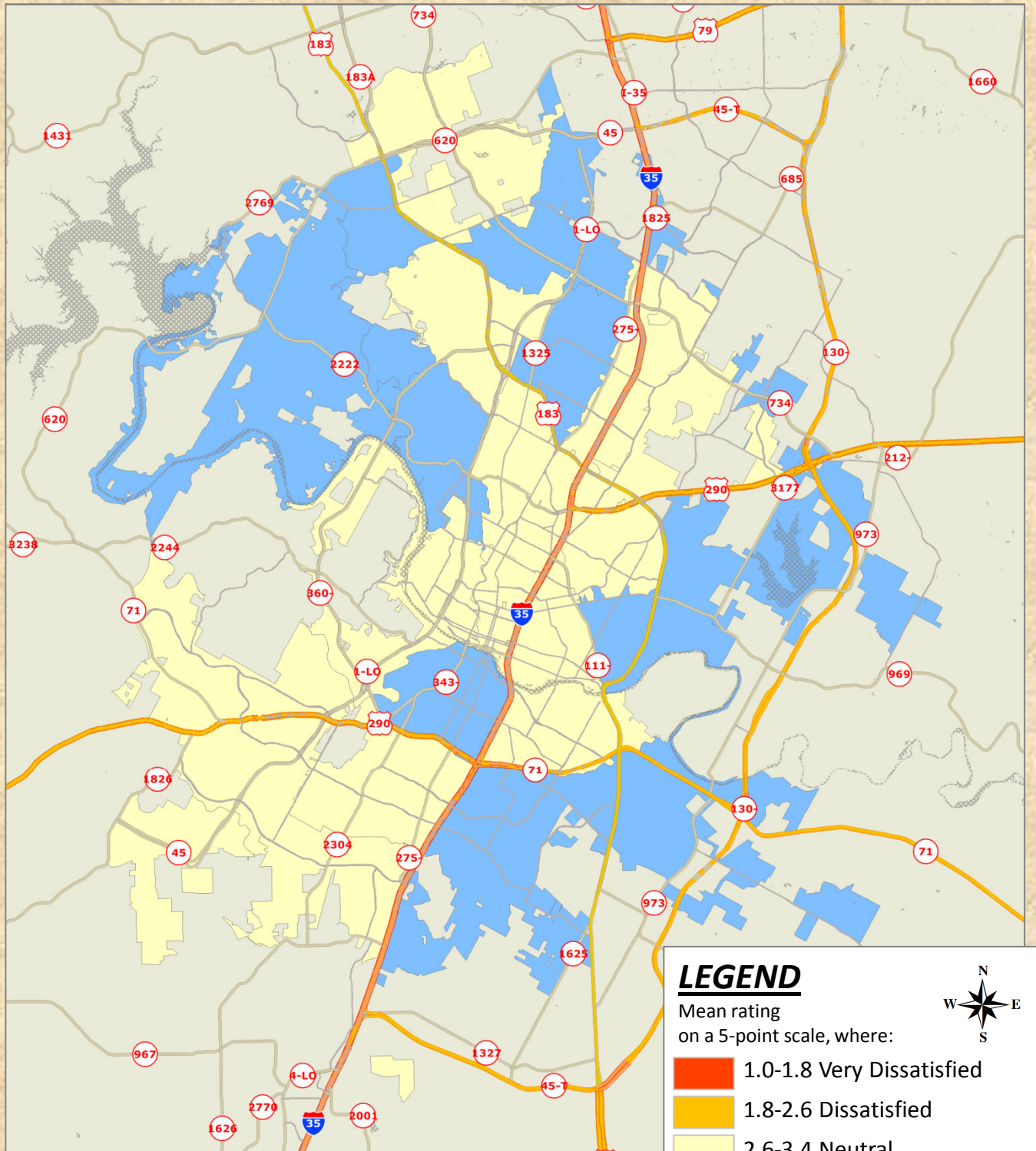
Q5f Satisfaction with pedestrian accessibility



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q5g Satisfaction with bicycle accessibility



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

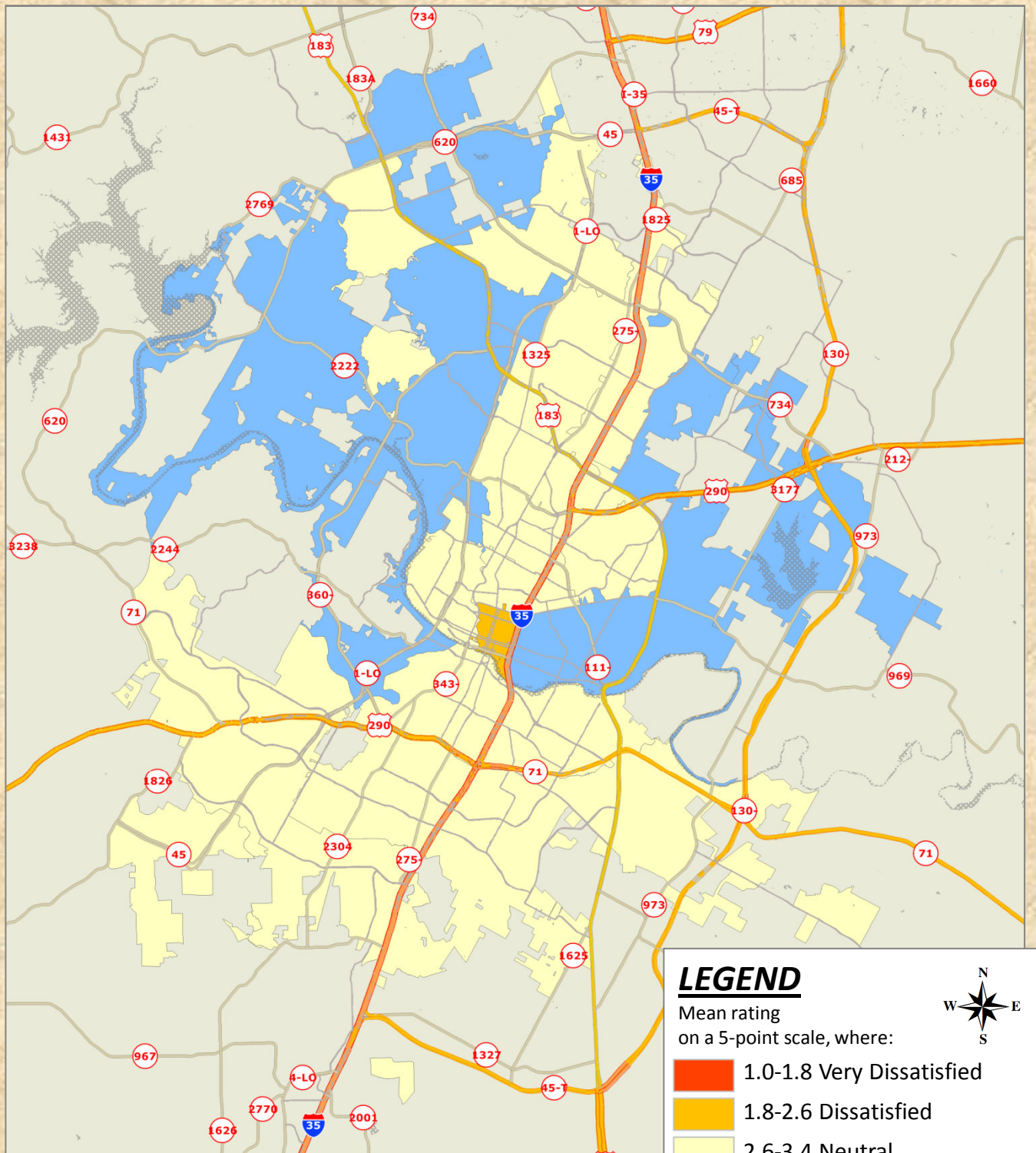
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q5h Satisfaction with the enforcement of codes and ordinances



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

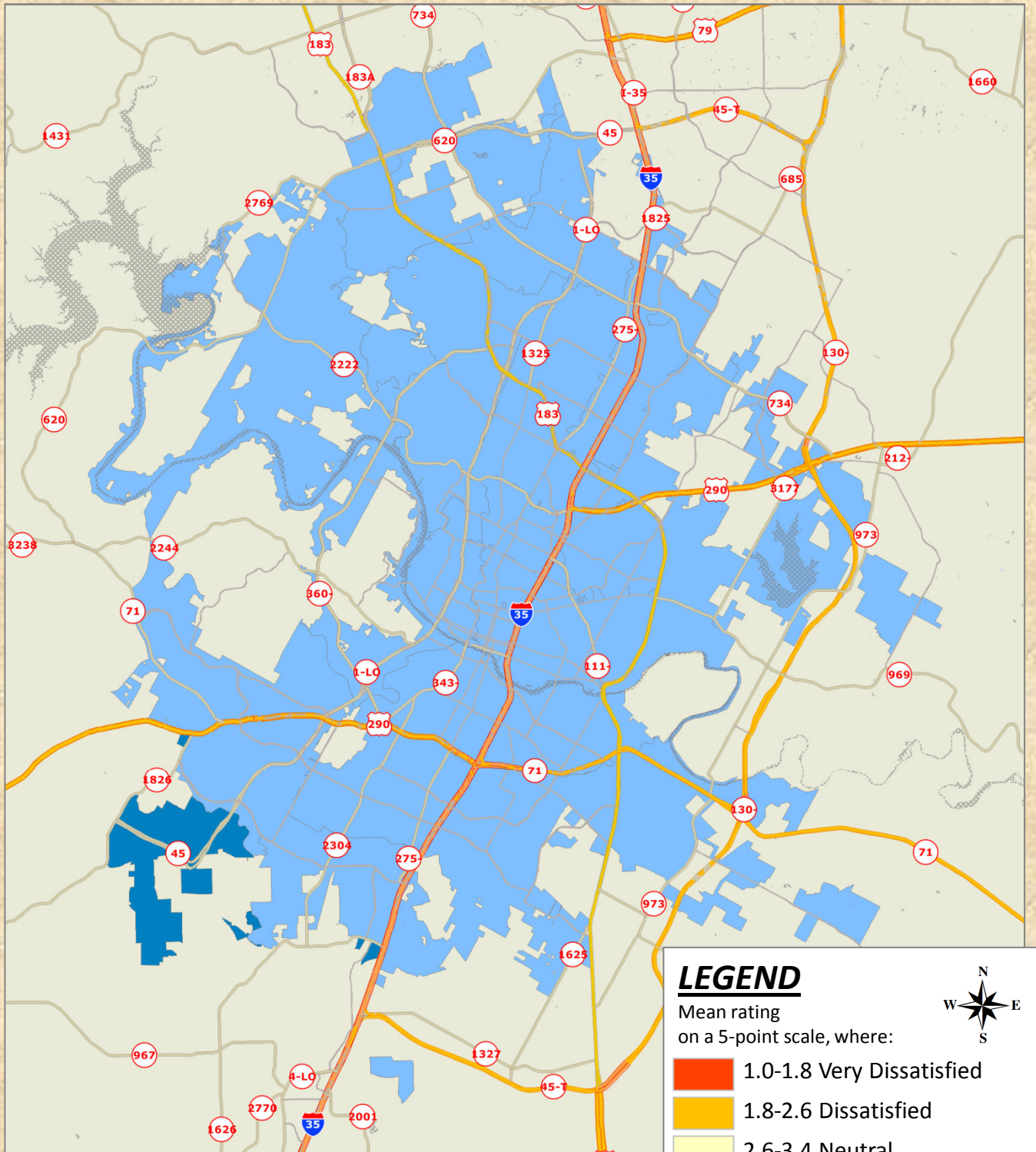
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q7a Satisfaction with the quality of police services



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

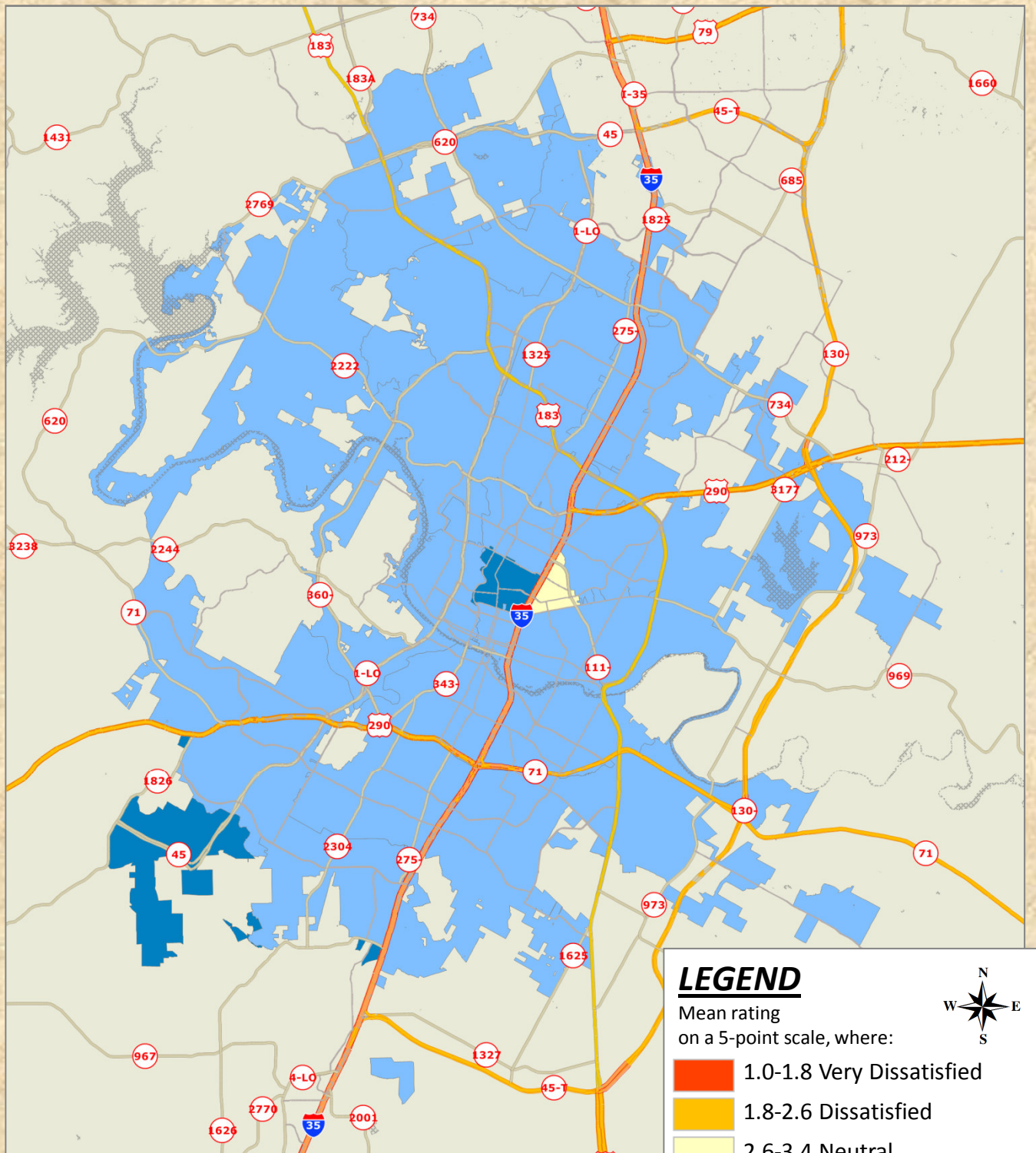
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q7b Satisfaction with the speed of emergency police response



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

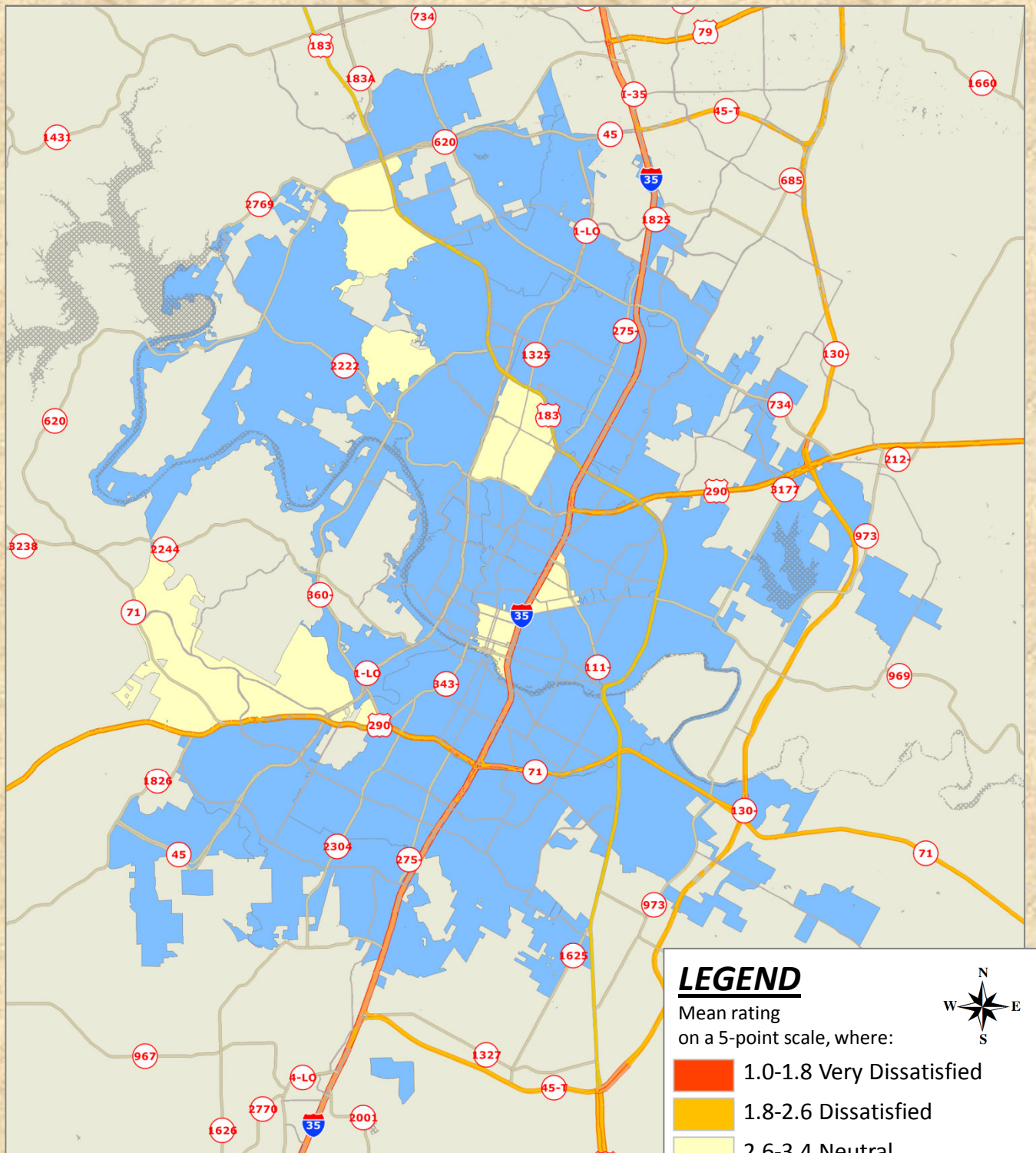
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q7c Satisfaction with the enforcement local traffic laws



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

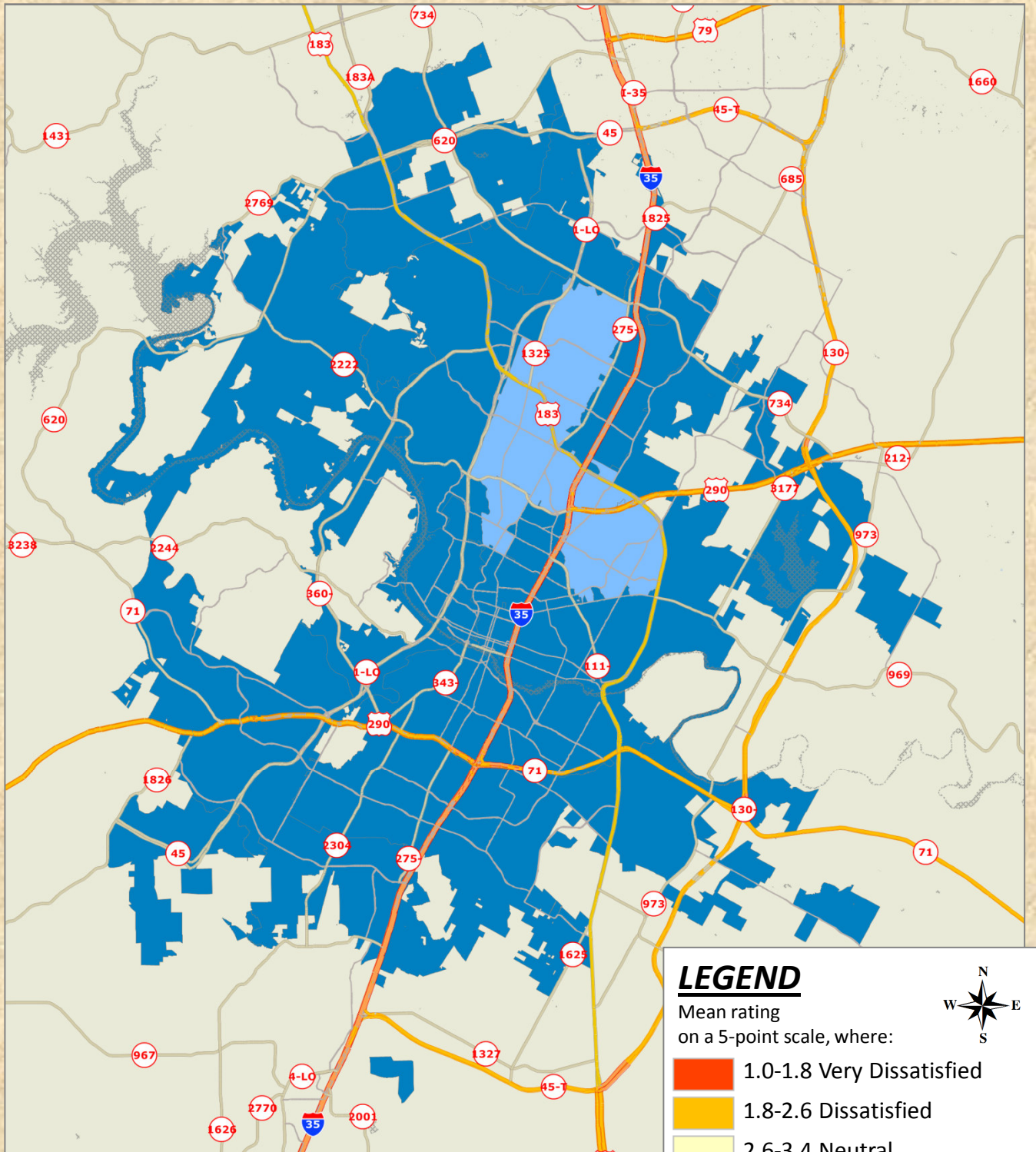
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q7d Satisfaction with the overall quality of fire services



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

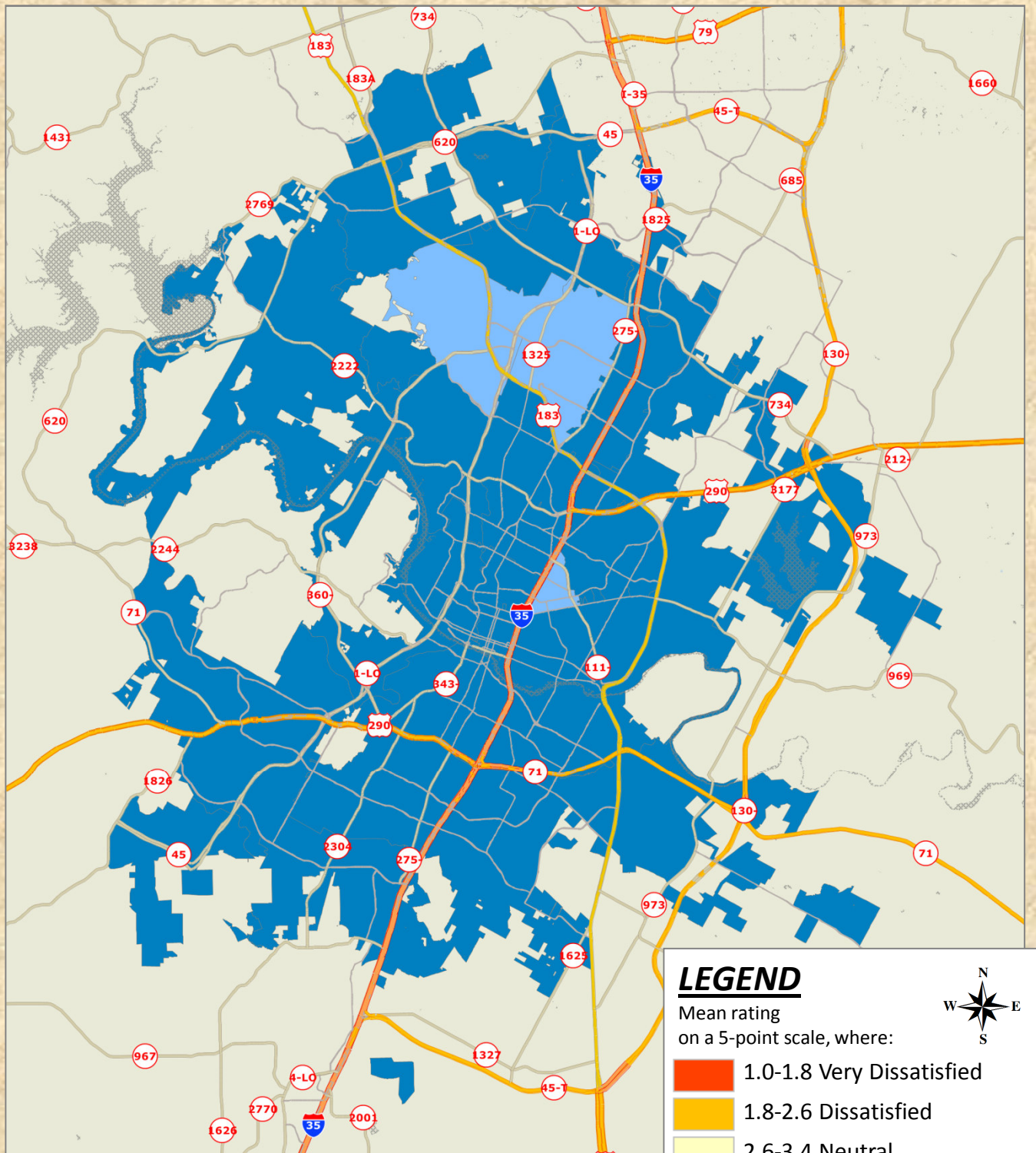
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q7e Satisfaction with the timeliness of fire emergency response



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

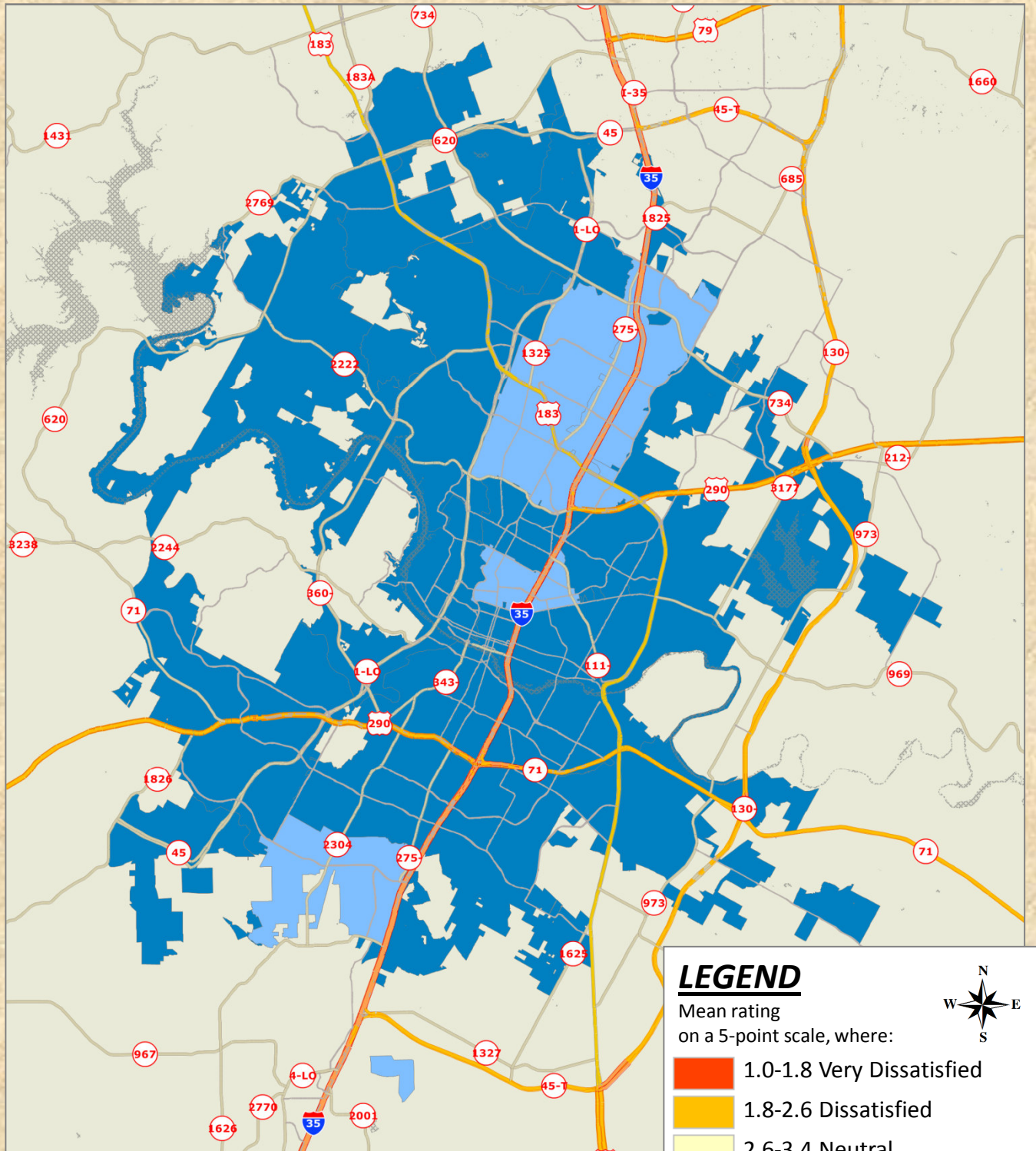
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q7f Satisfaction with the medical assistance provided by EMS



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

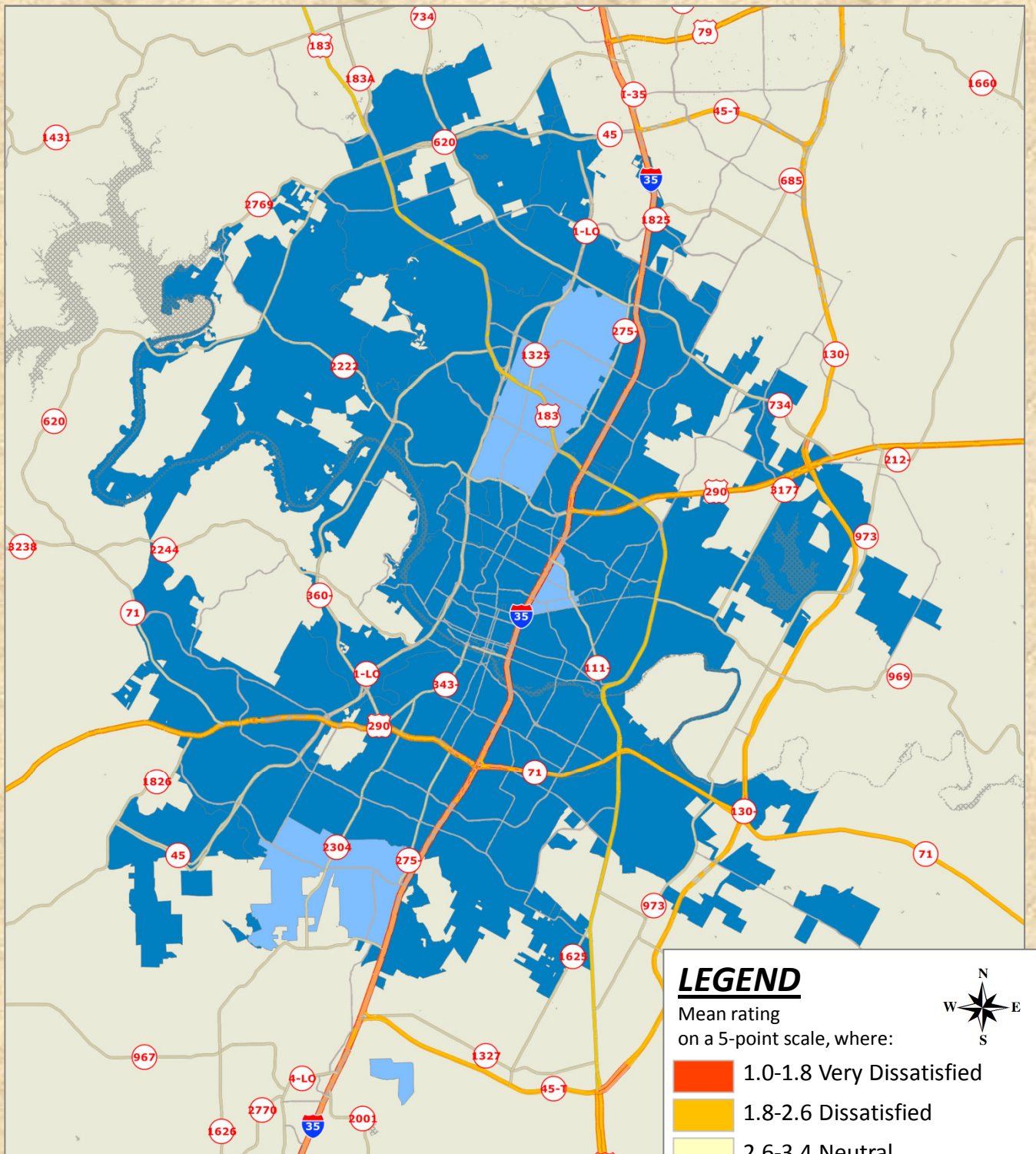
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q7g Satisfaction with the timeliness of EMS response to emergency location



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

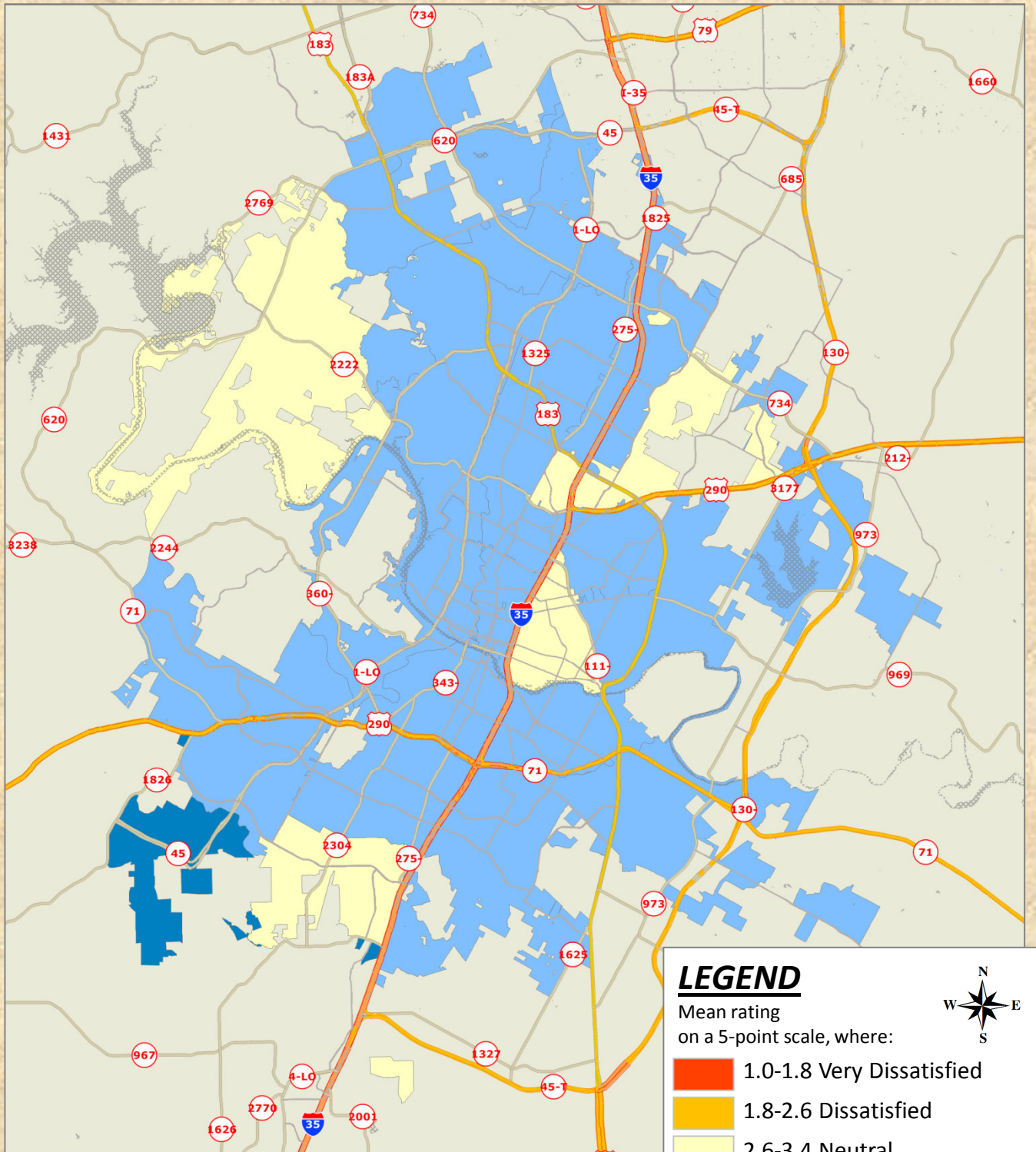
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q9a Satisfaction with water and wastewater utility response time to emergencies



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

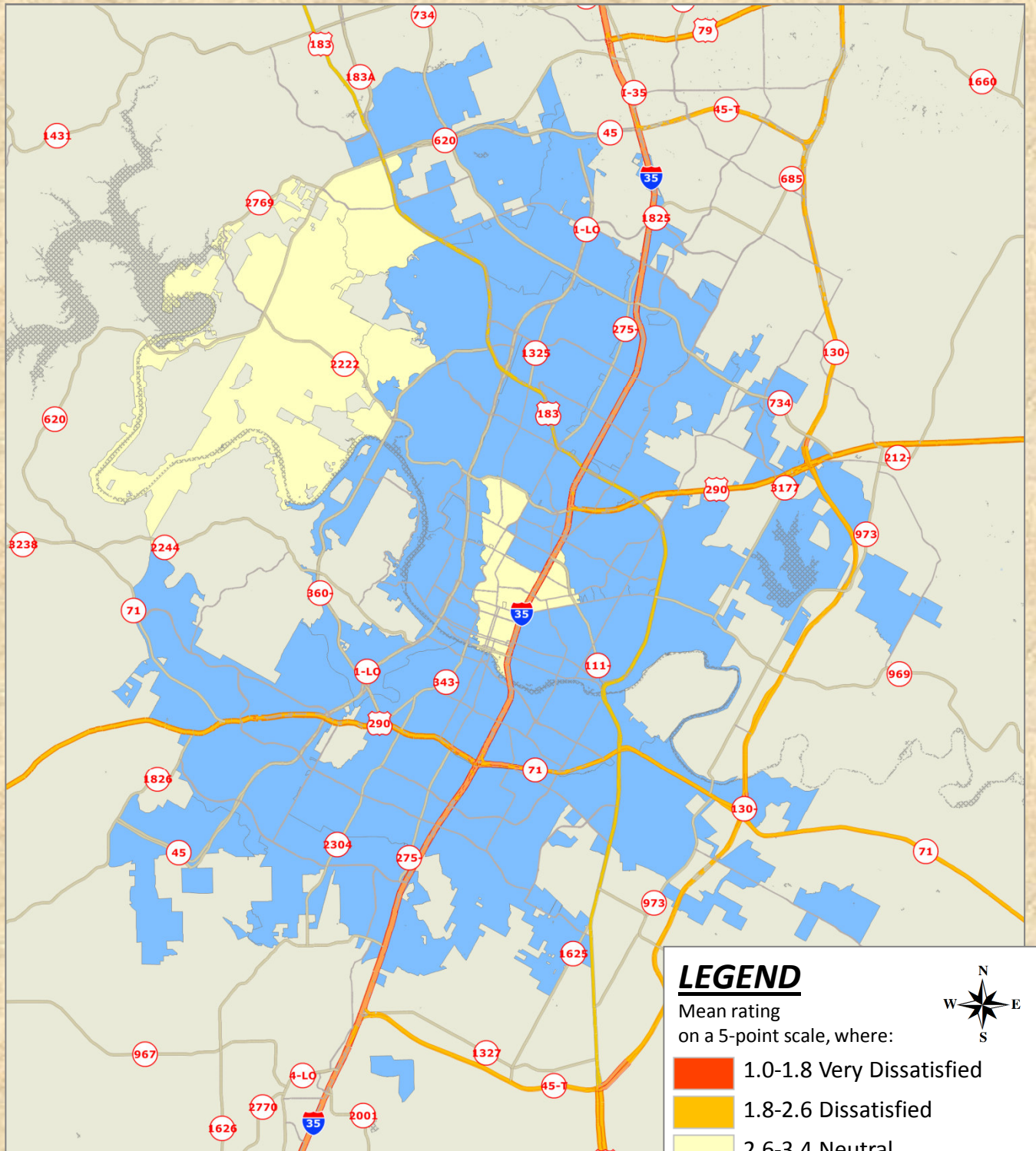
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



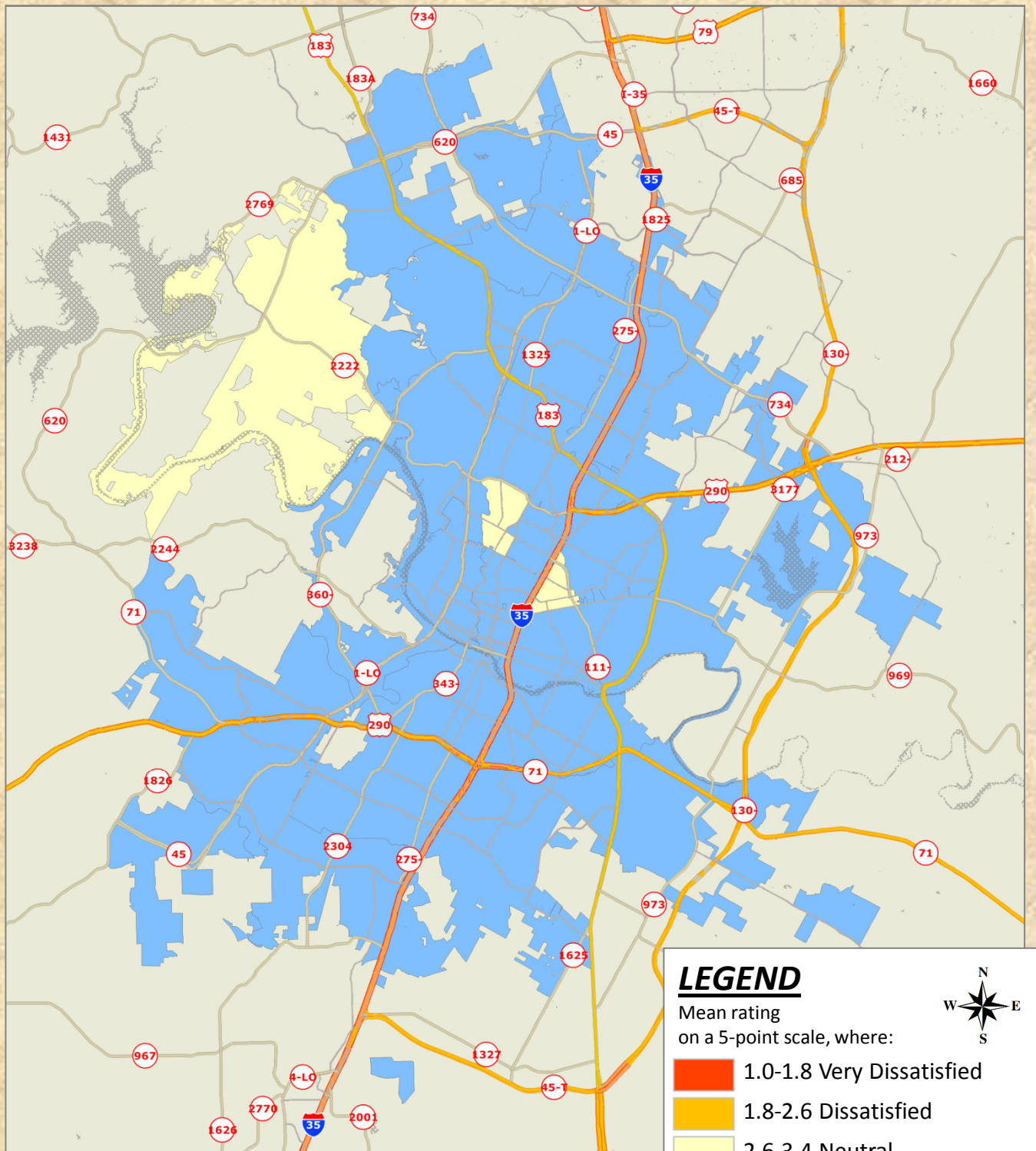
Q9b Satisfaction with Water Conservation programs within Austin



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q9c Satisfaction with the Energy Conservation program



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

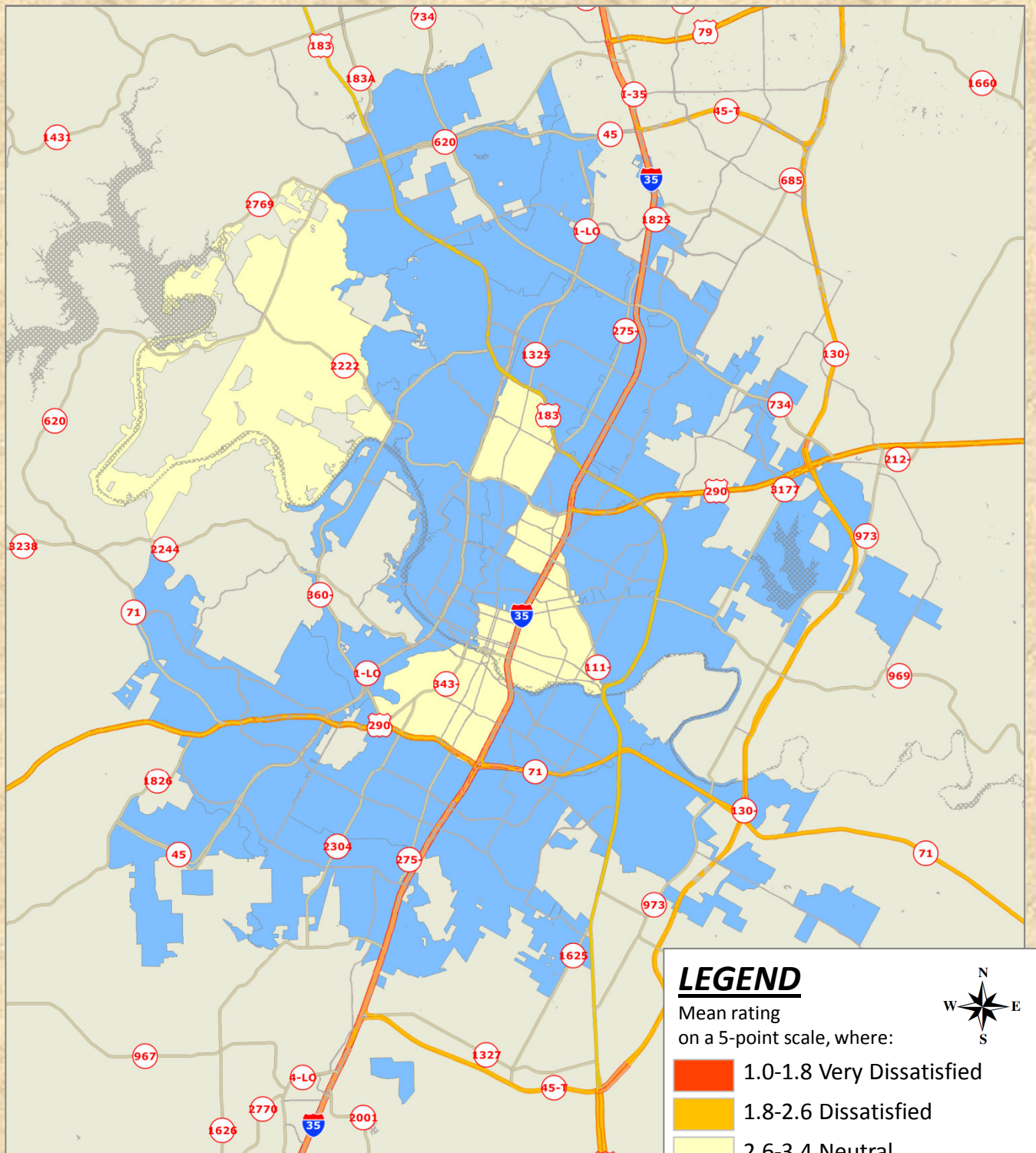
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



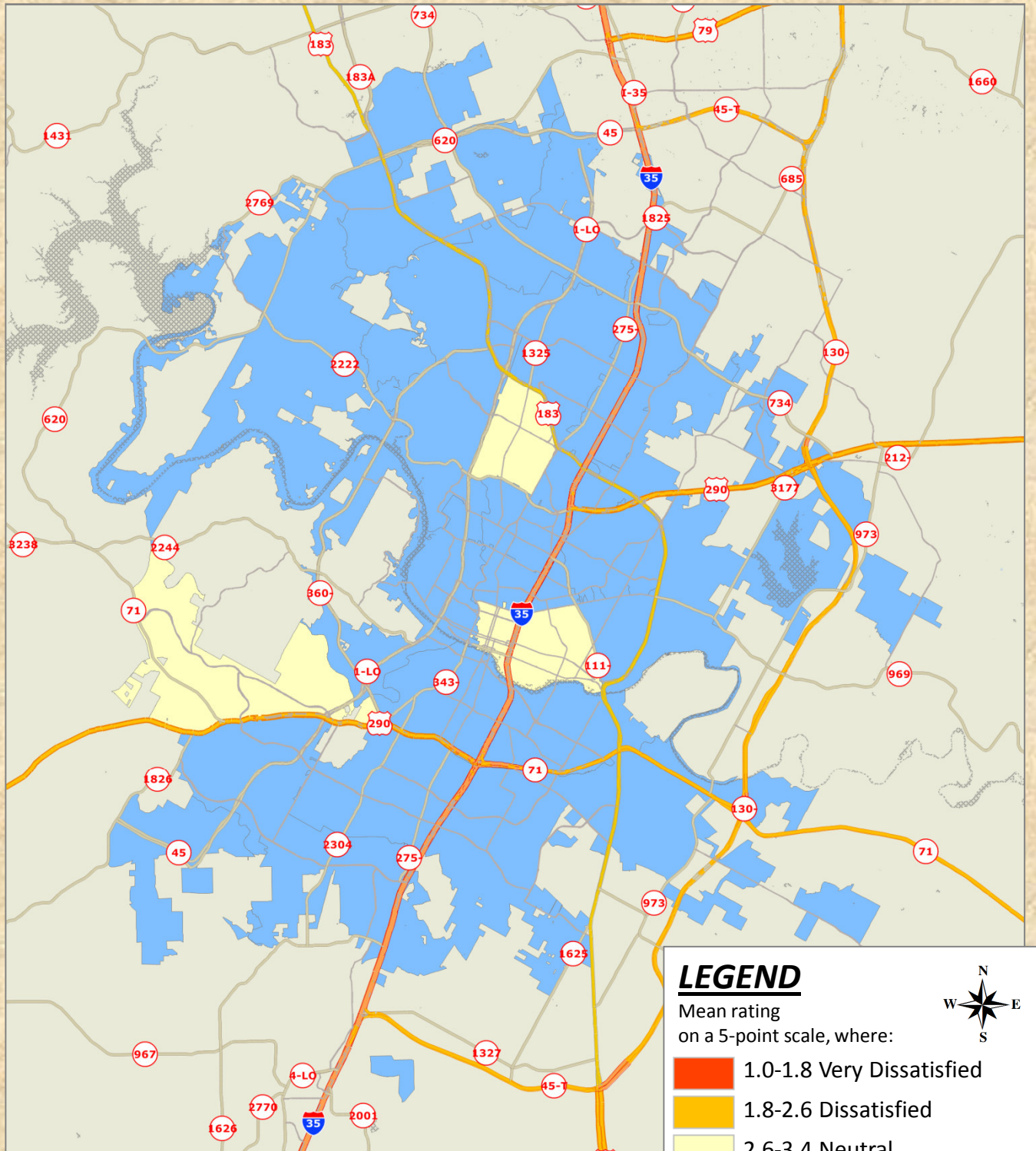
Q9d Satisfaction with the water quality of lakes streams



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

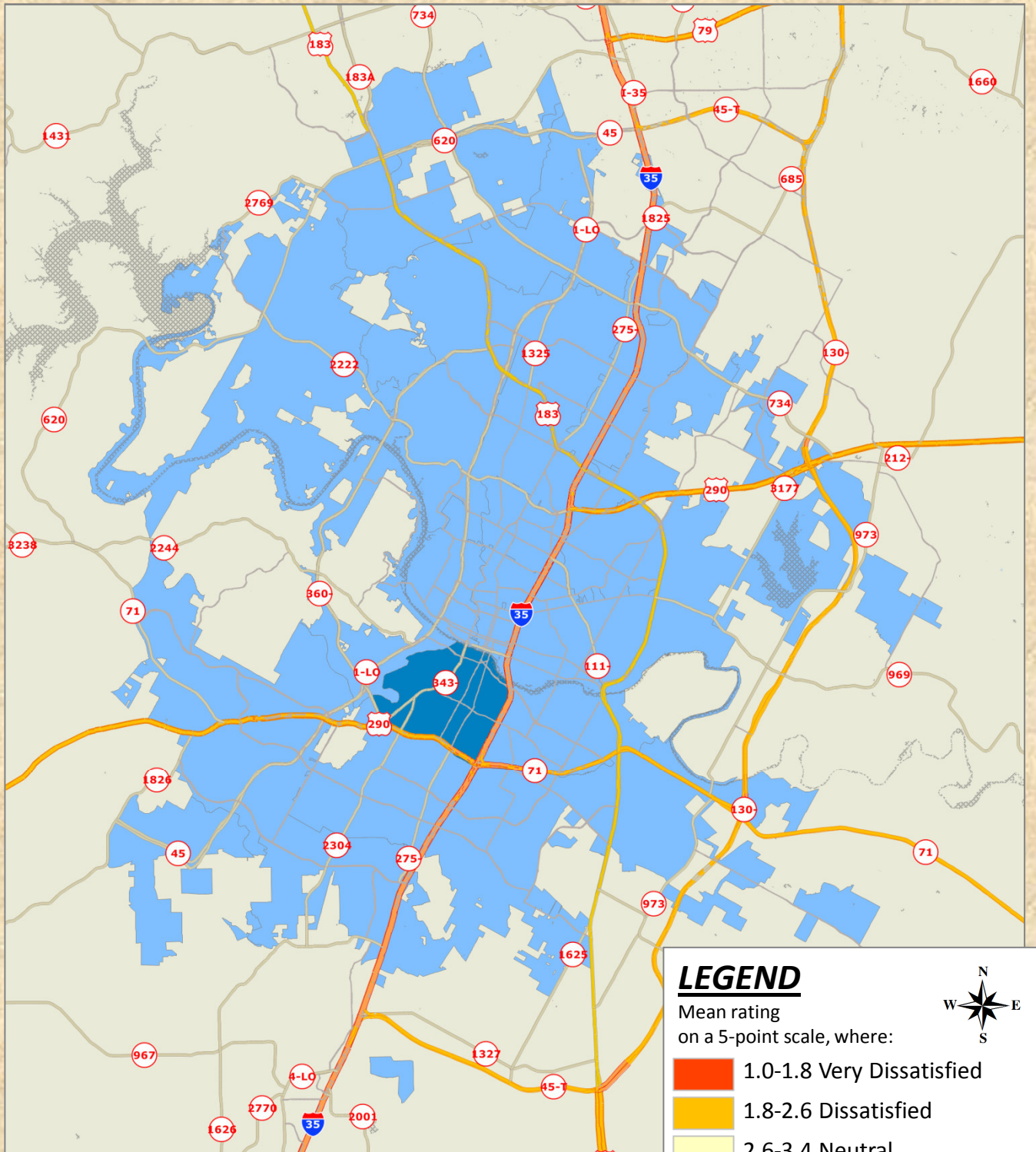
Q9e Satisfaction with flood control efforts



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q11a Satisfaction with the number of city parks



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

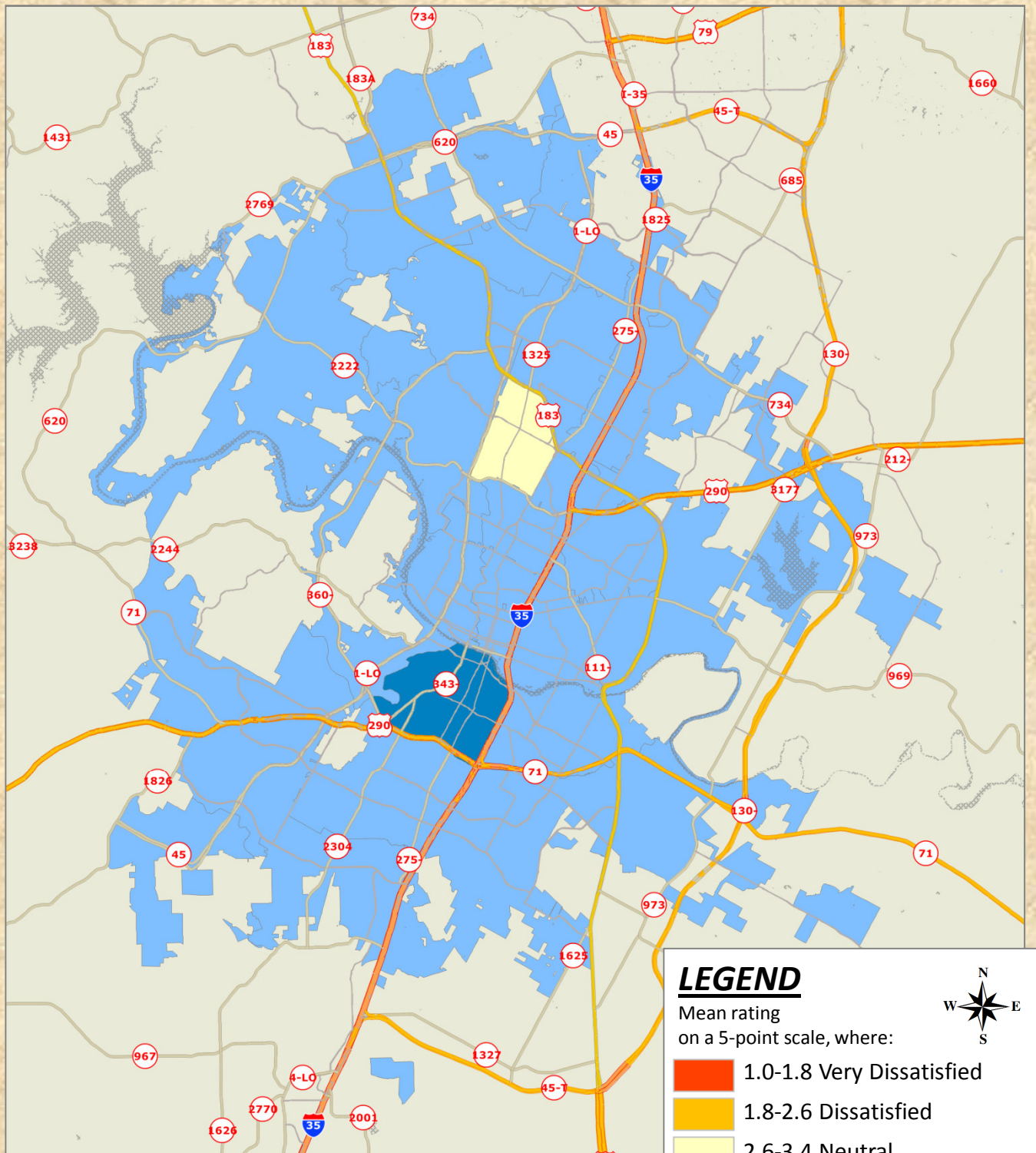
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q11b Satisfaction with the number of walking and biking trails



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

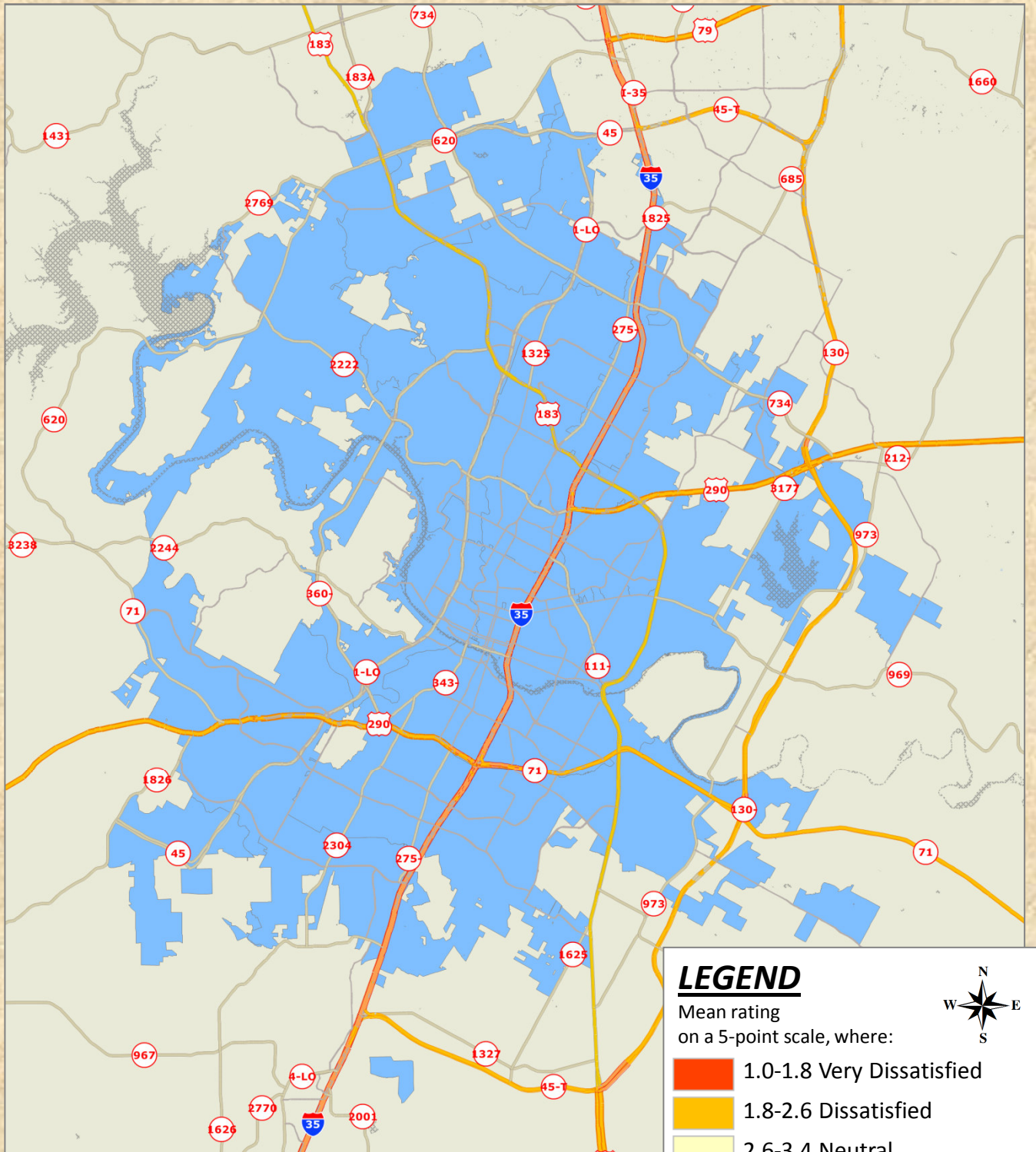
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q11c Satisfaction with the appearance of park grounds



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

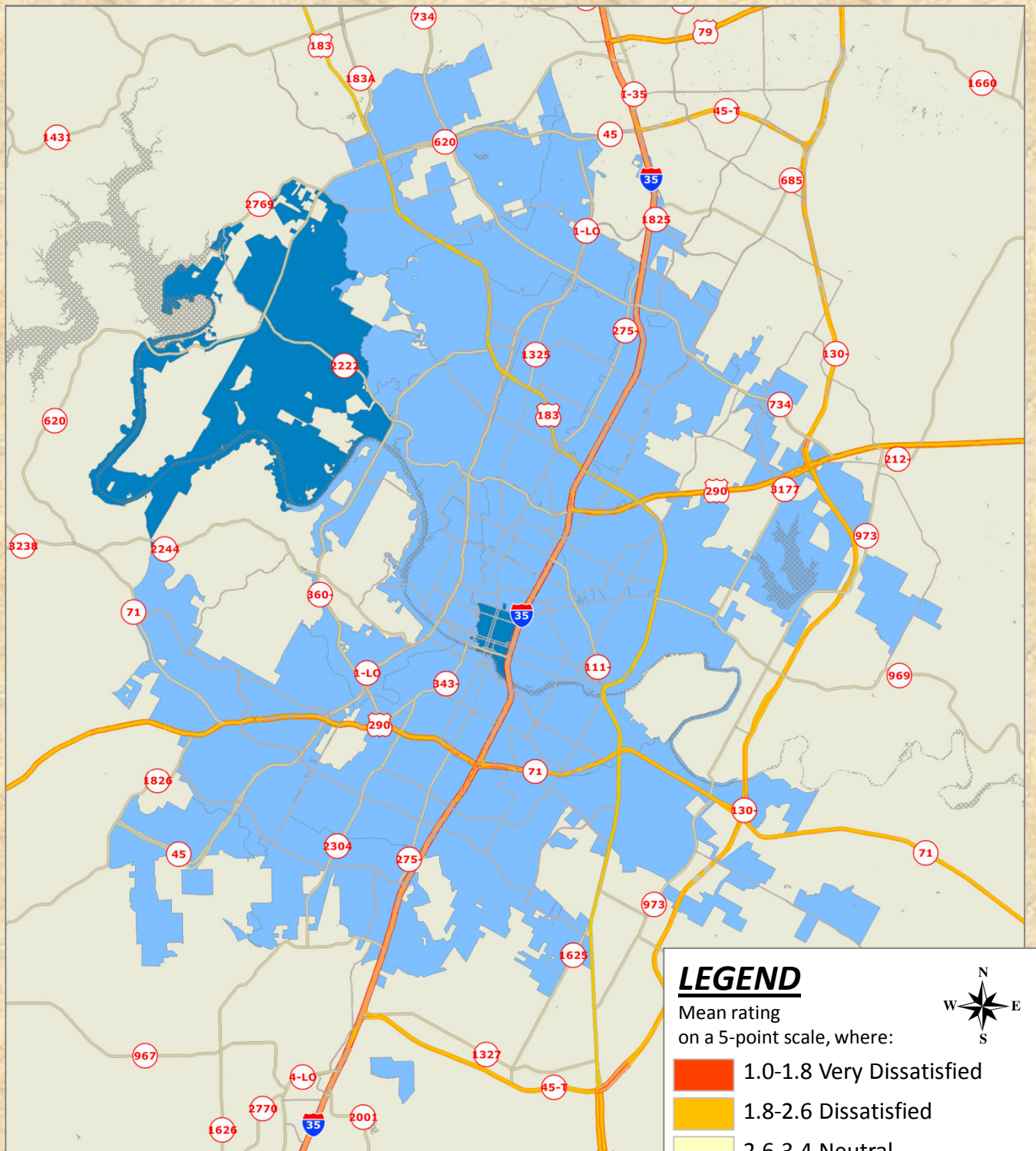
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



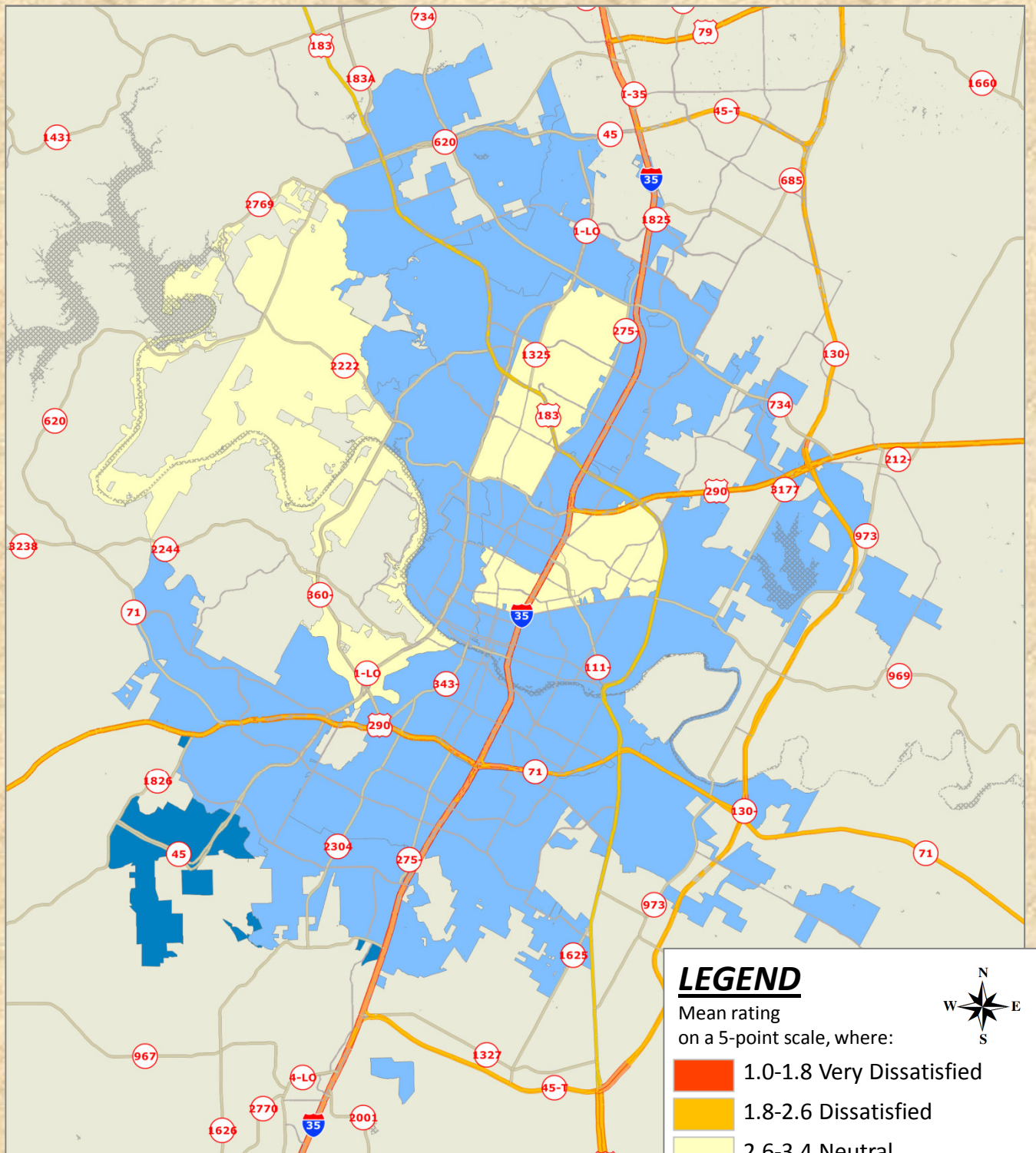
Q11d Satisfaction with the quality of parks and recreation programs offered by the Austin Parks Department



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q11e Satisfaction with the quality of youth athletic programs



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

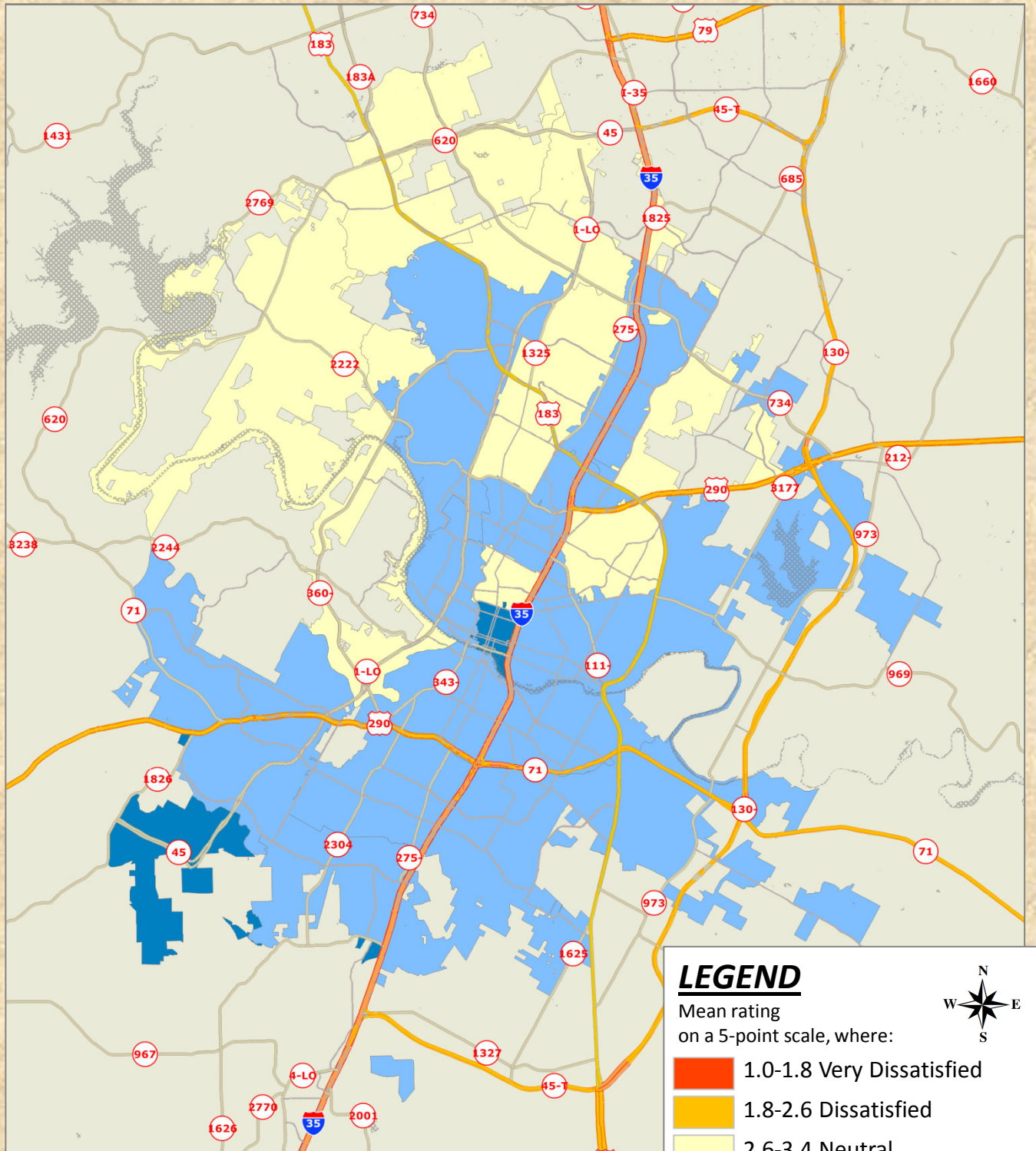
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q11f Satisfaction with the quality of adult athletic programs



2012 City of Austin Community Survey

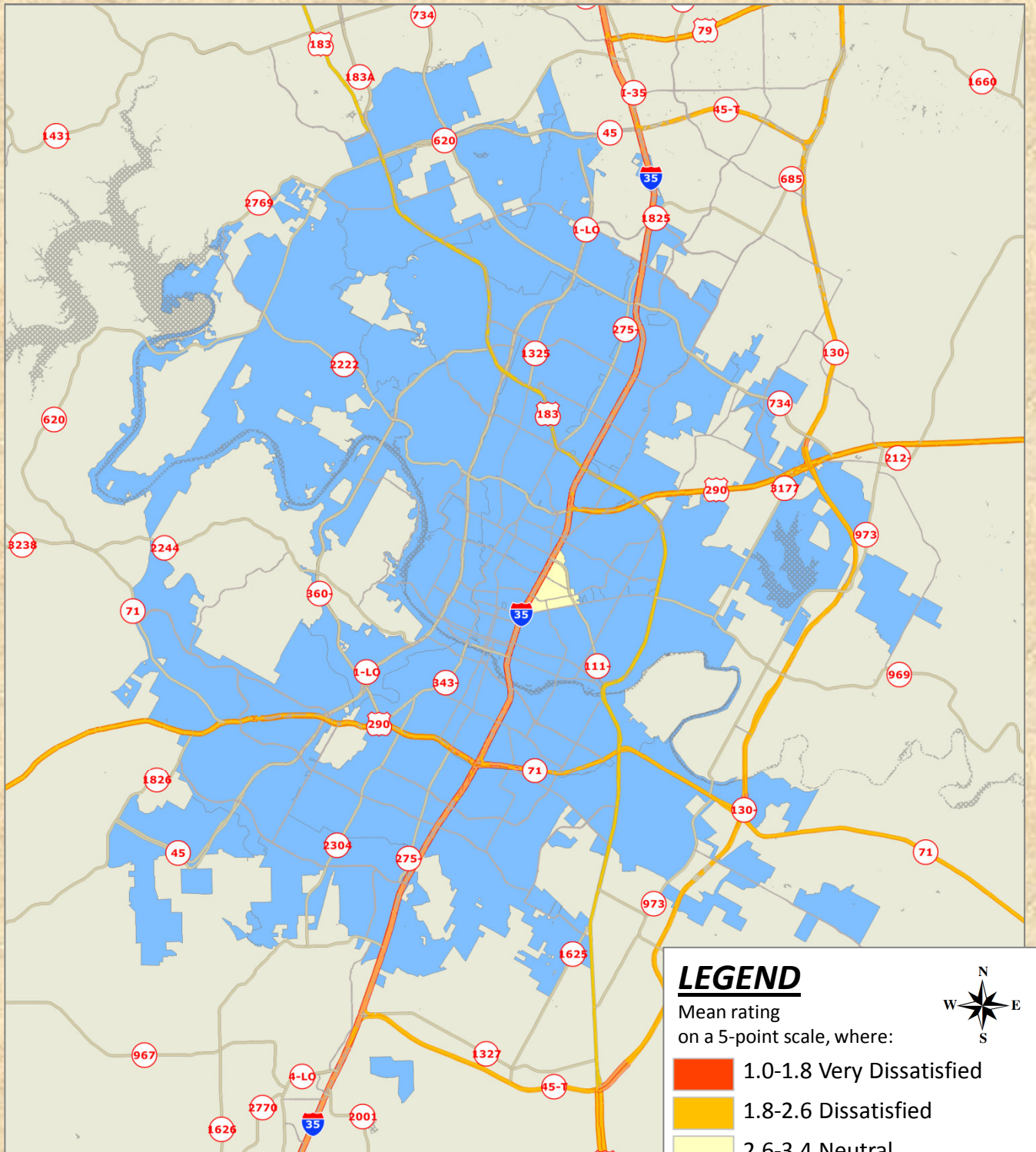
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

Q11g Satisfaction with outdoor athletic fields



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

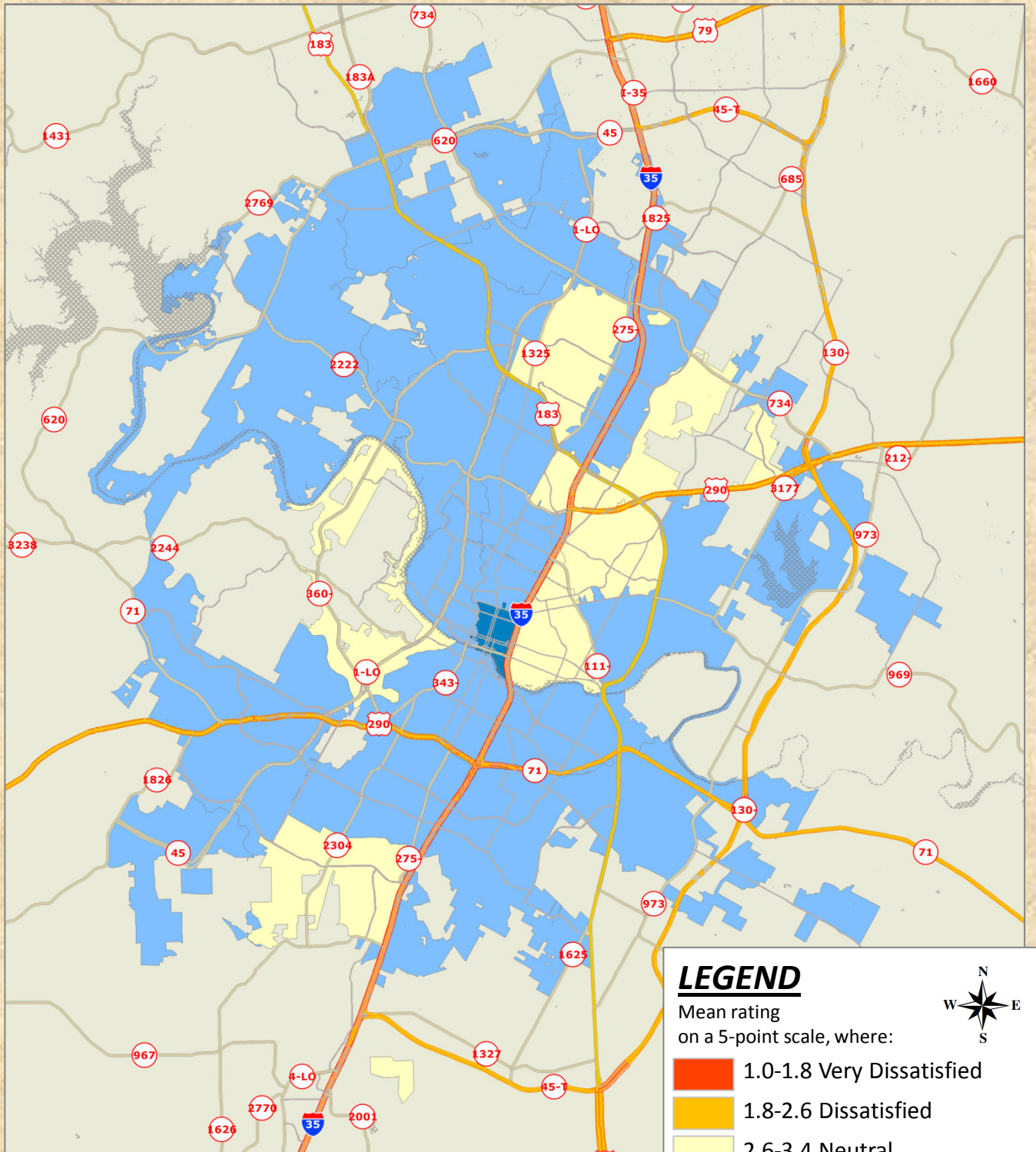
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q11i Satisfaction with swimming pools



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

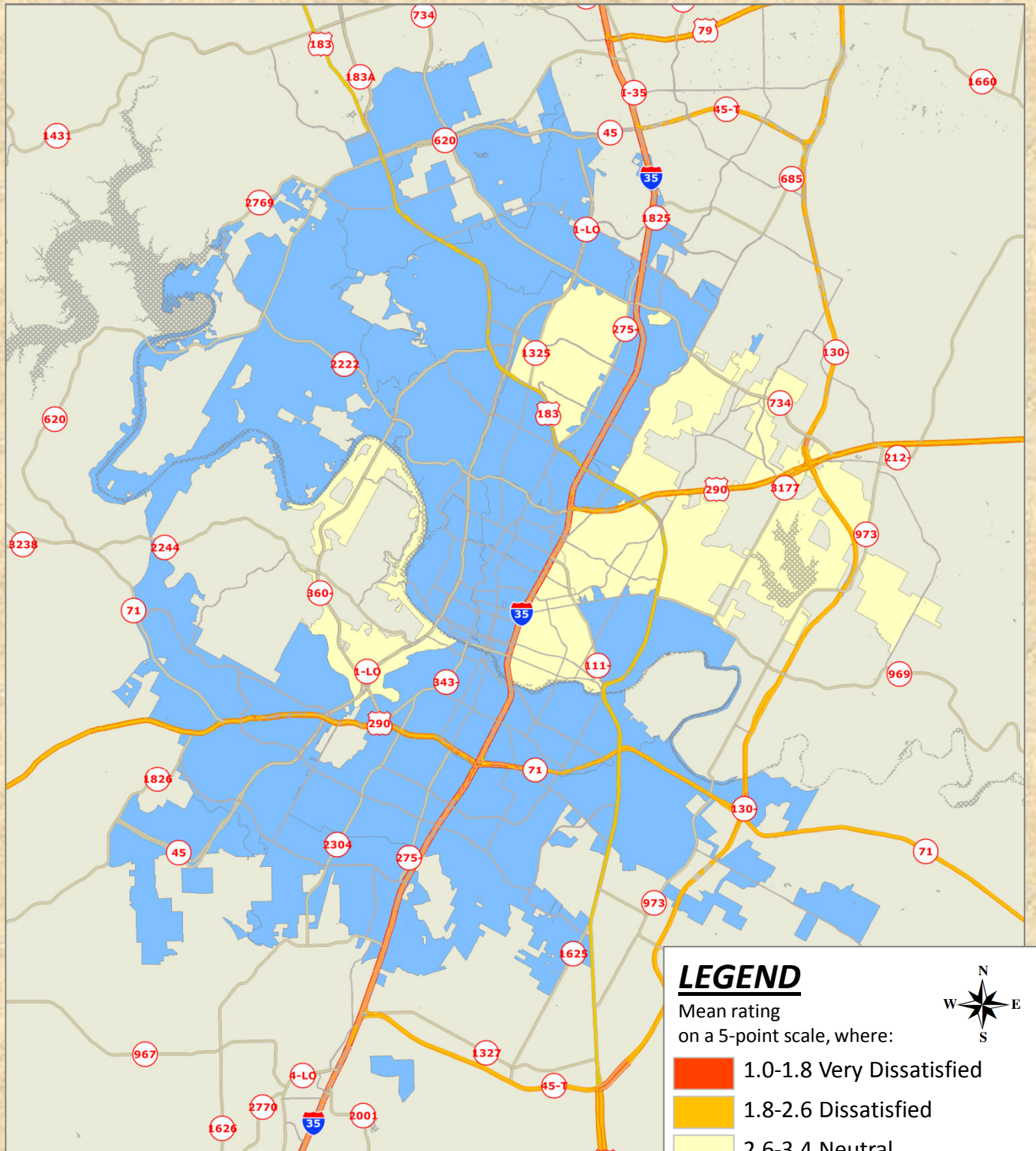
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q11j Satisfaction with aquatic programs



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

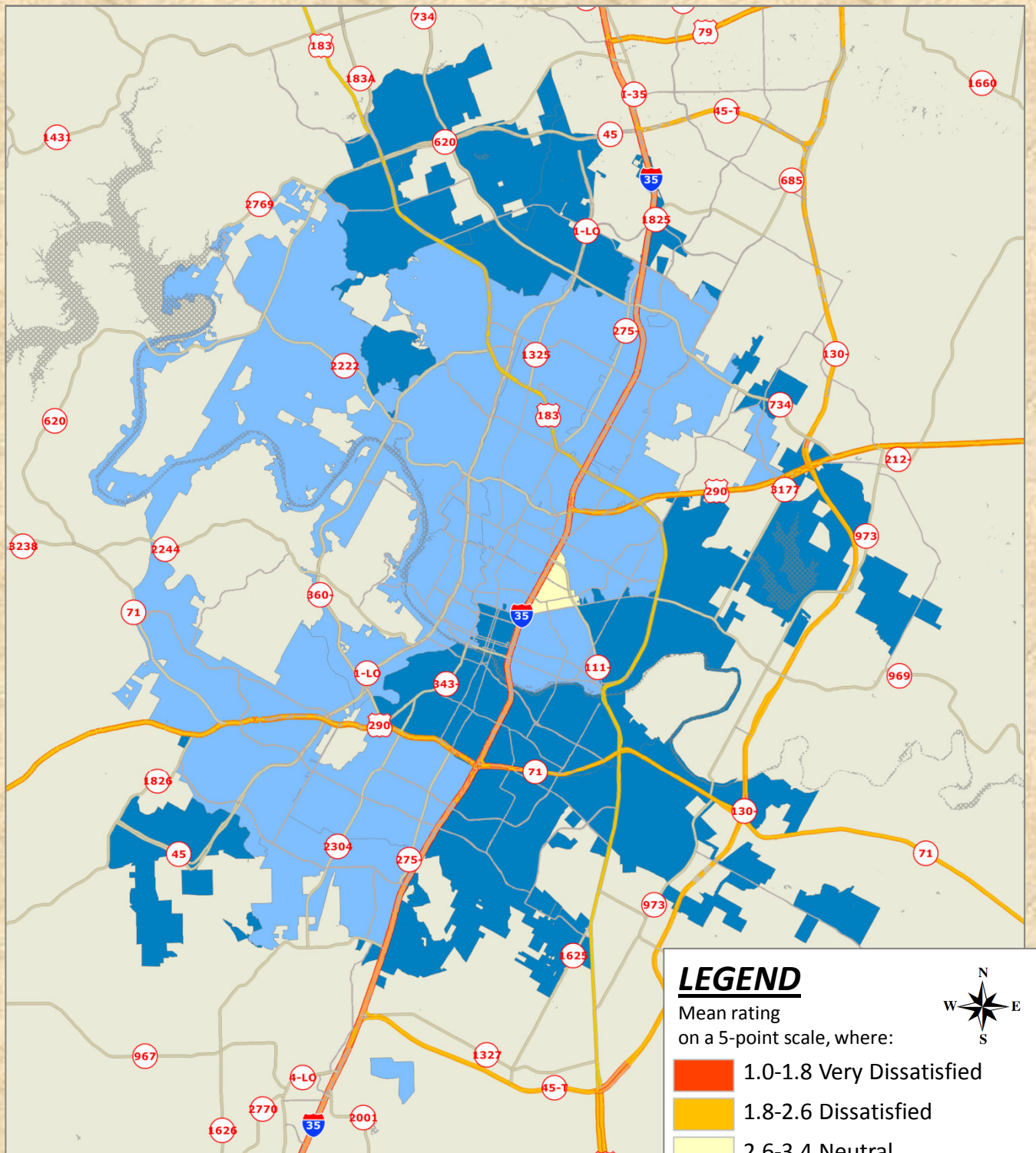
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q11I Satisfaction with the cleanliness of library facilities



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

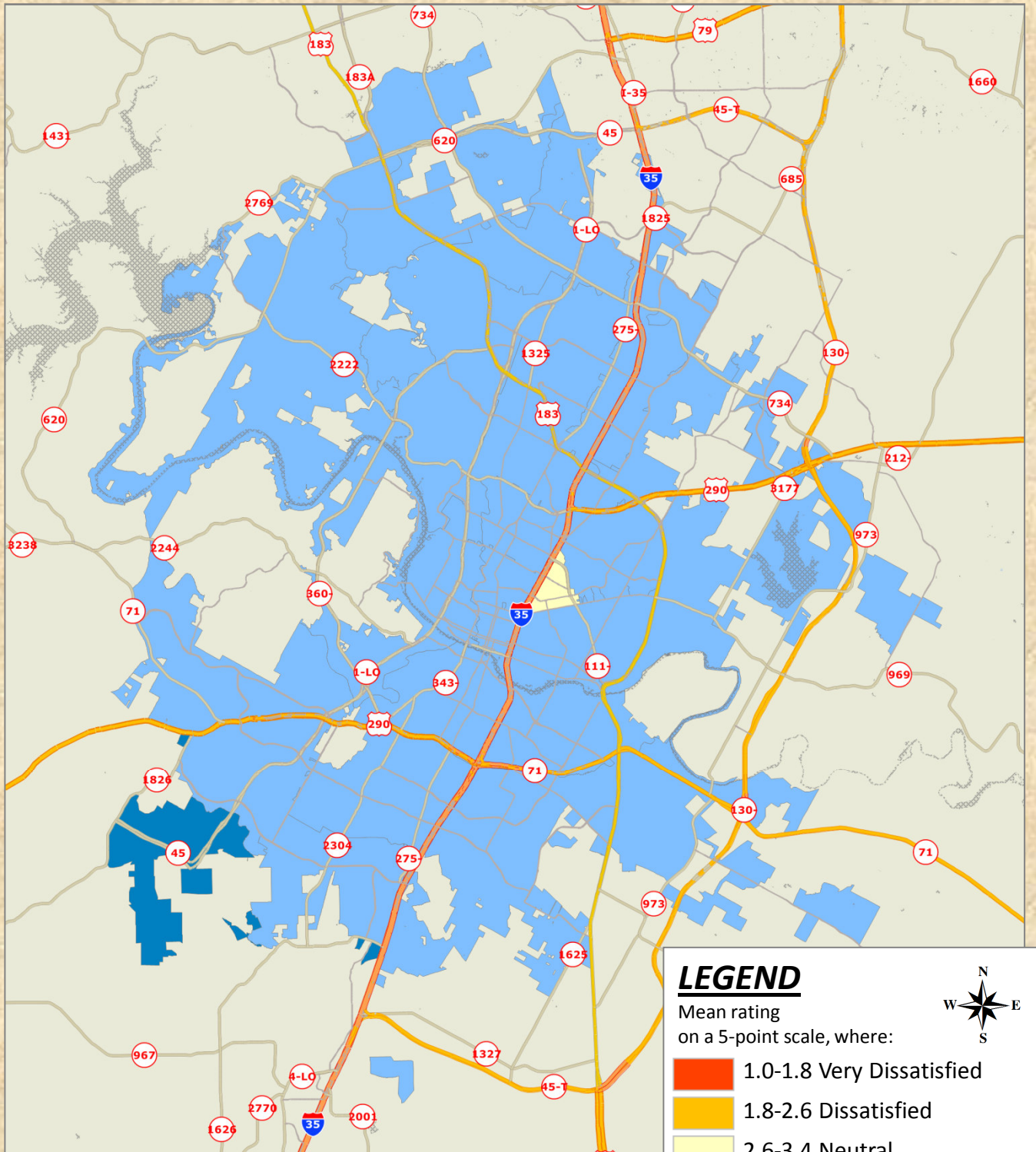
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q11m Satisfaction with library programs



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

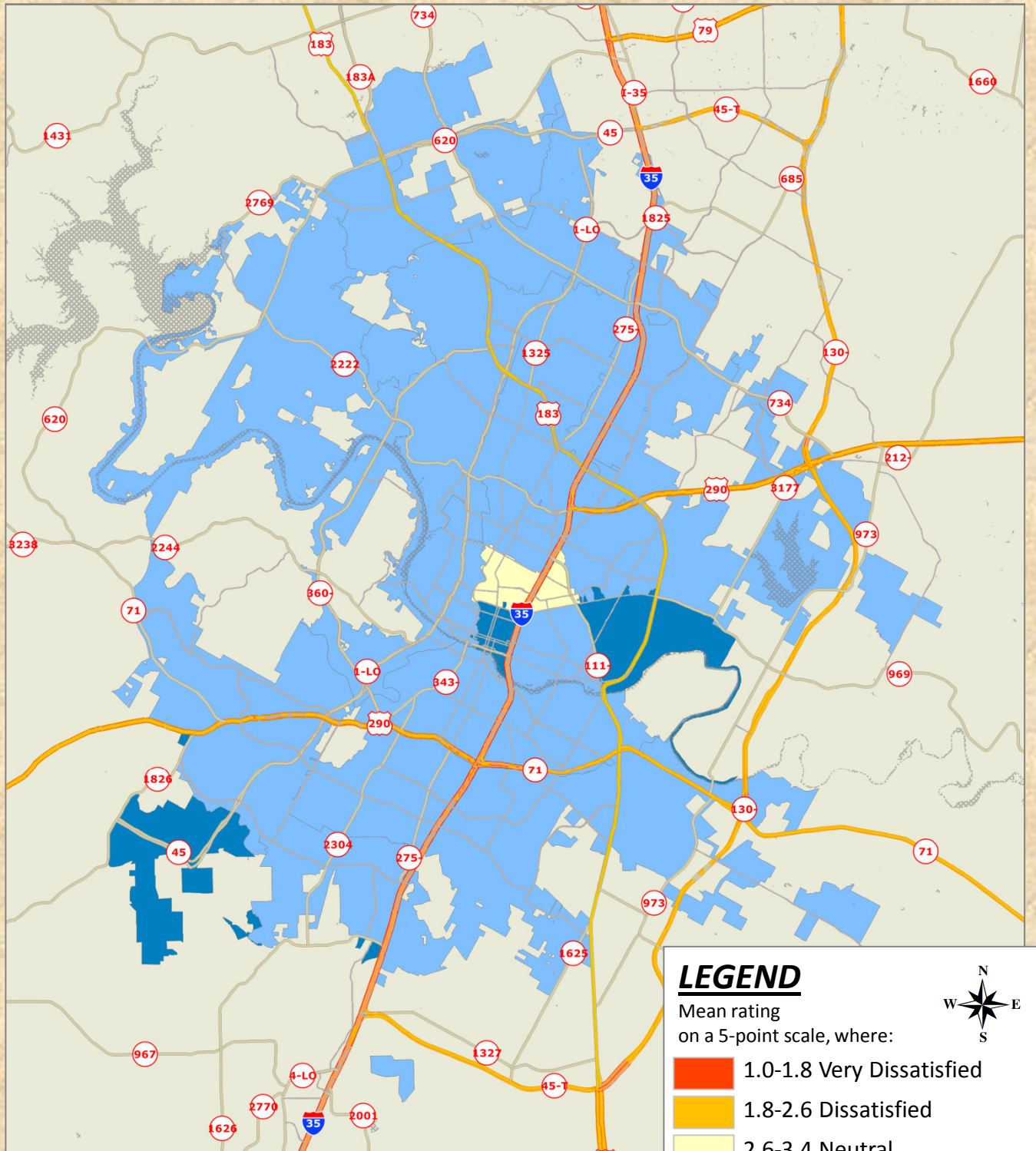
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q11n Satisfaction with the materials at libraries



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

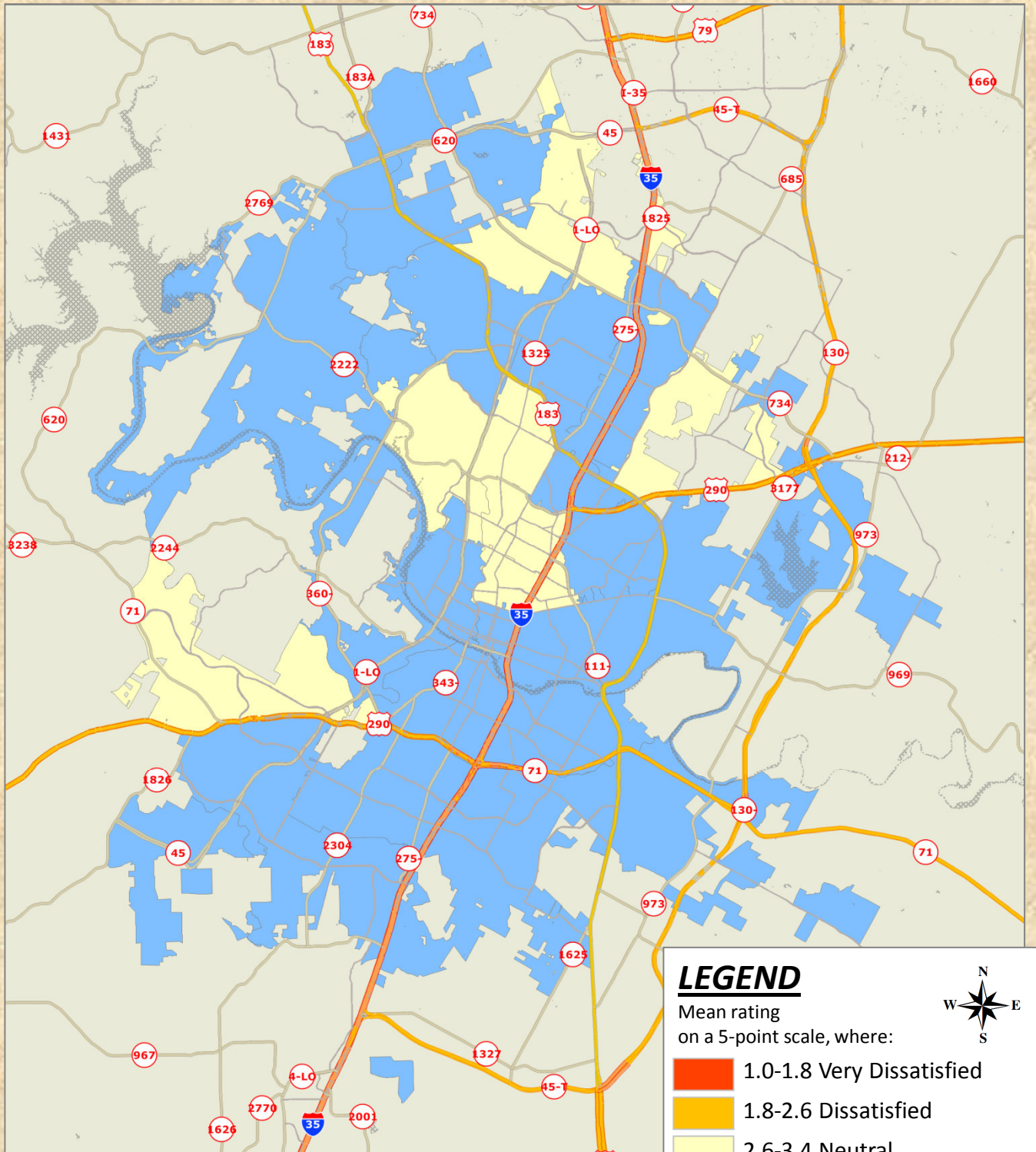
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q11o Satisfaction with library hours



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

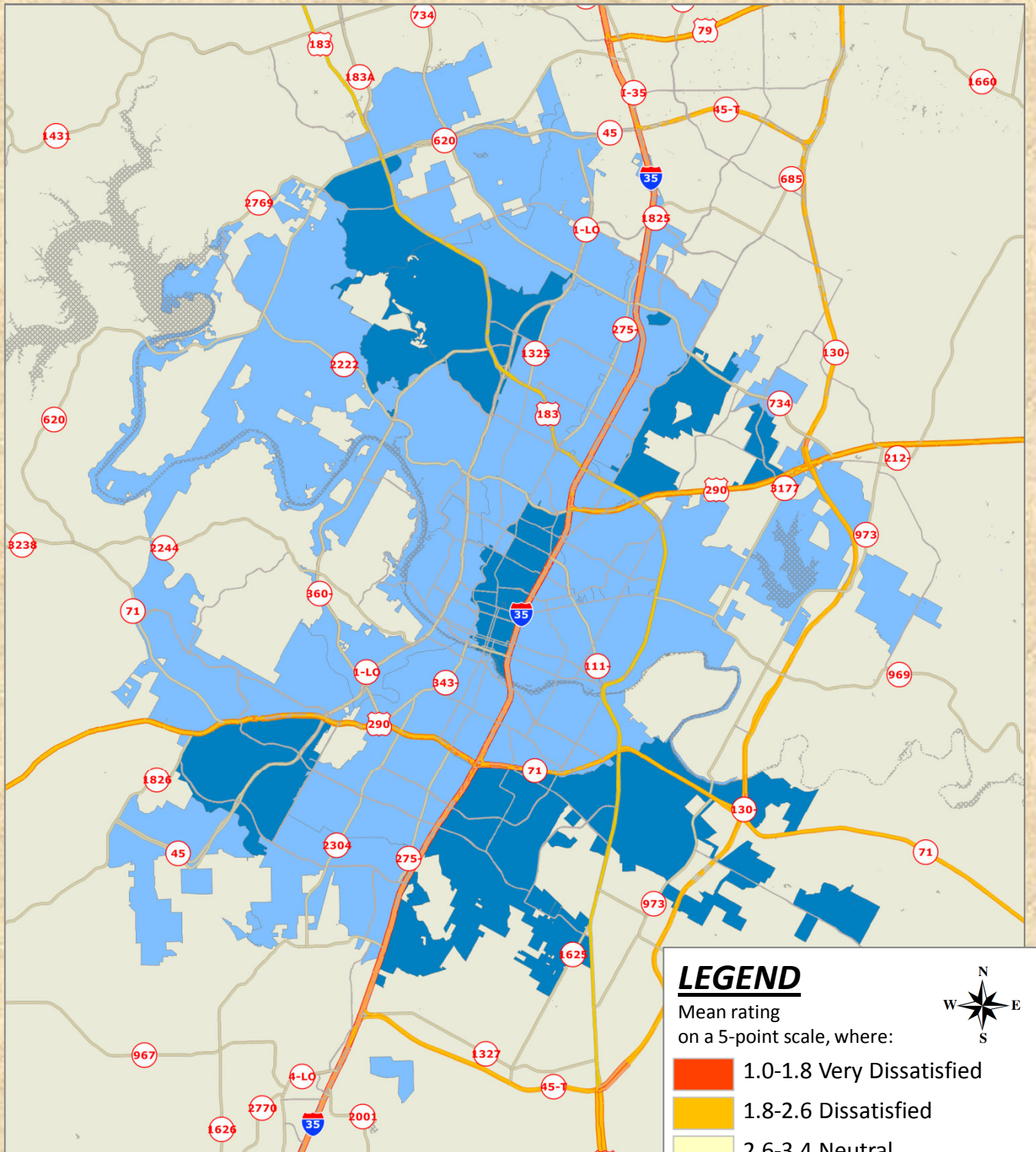
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q13a Satisfaction with residential garbage collection



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

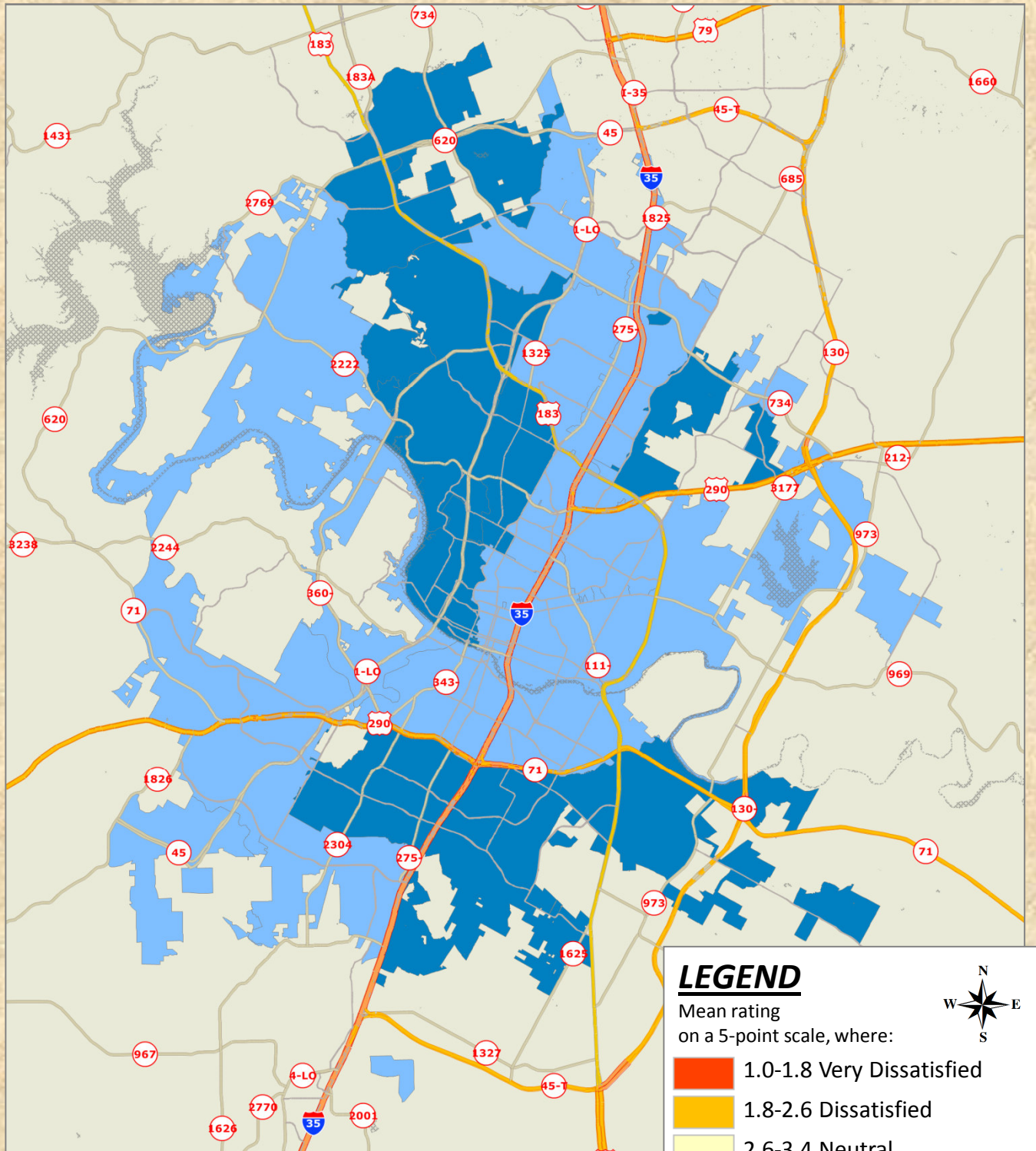
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)





Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q13c Satisfaction with residential curbside recycling



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

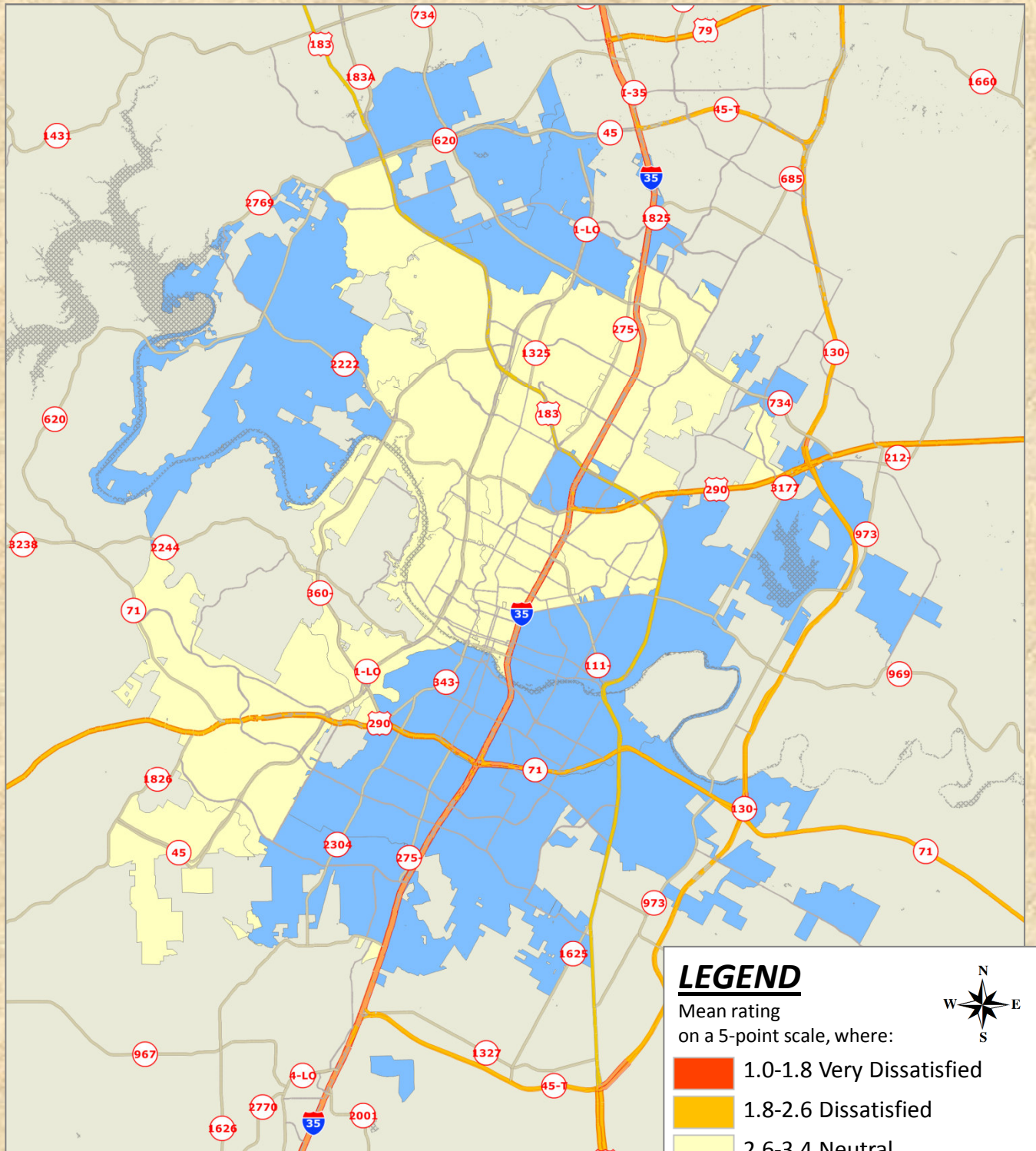
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q13d Satisfaction with household hazardous waste disposal



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

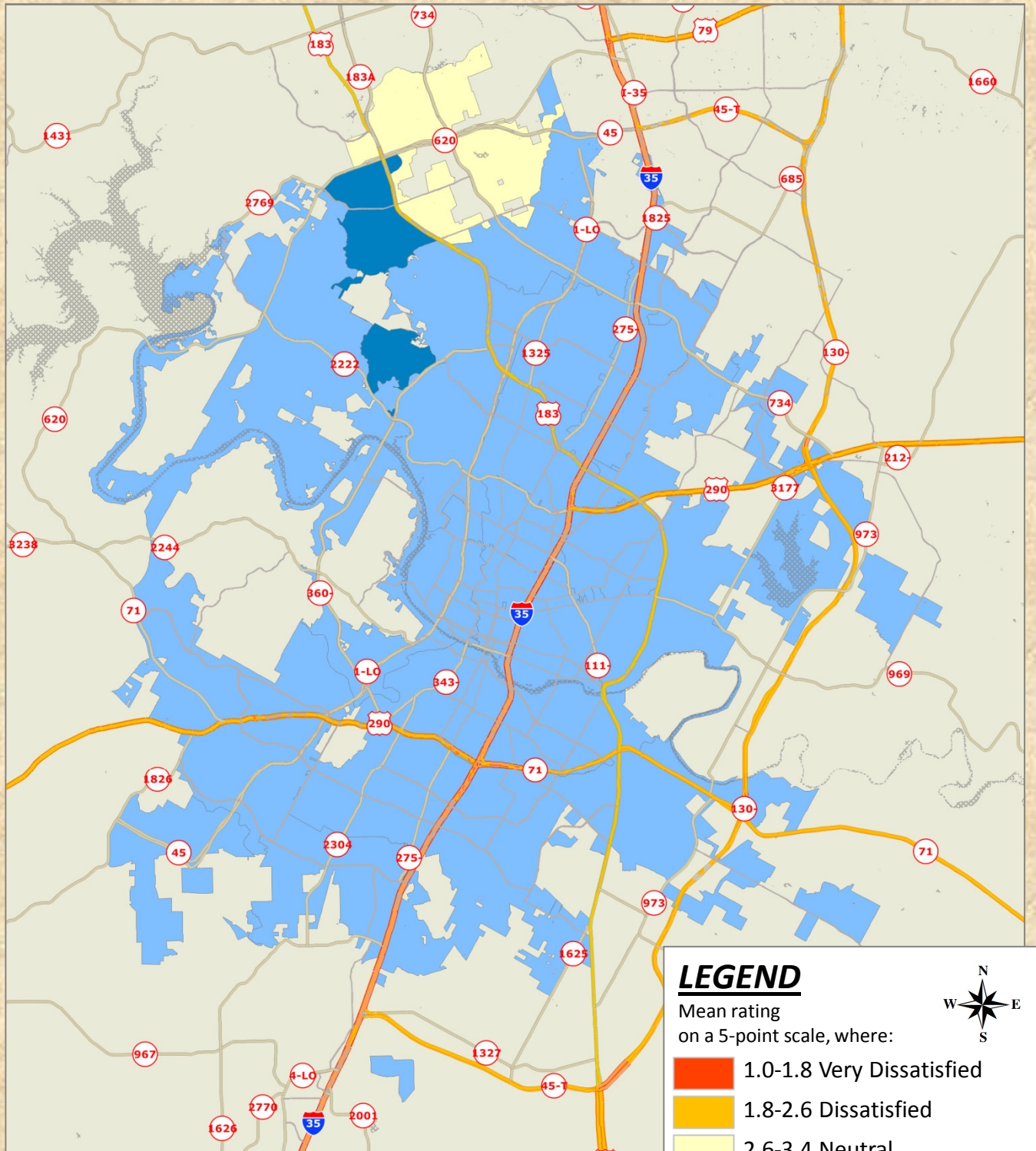
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q13e Satisfaction with bulky item pick up/removal service



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

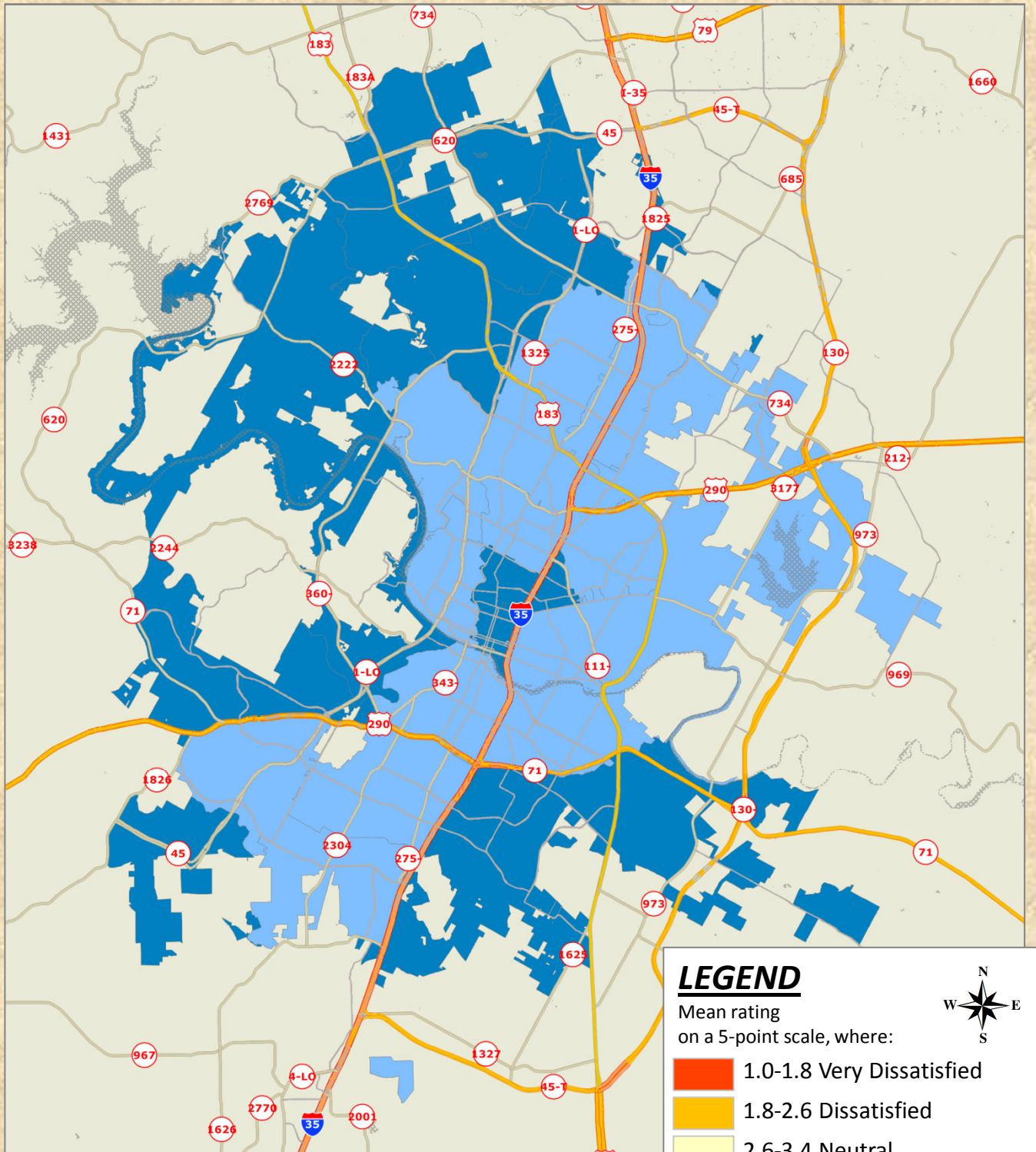
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



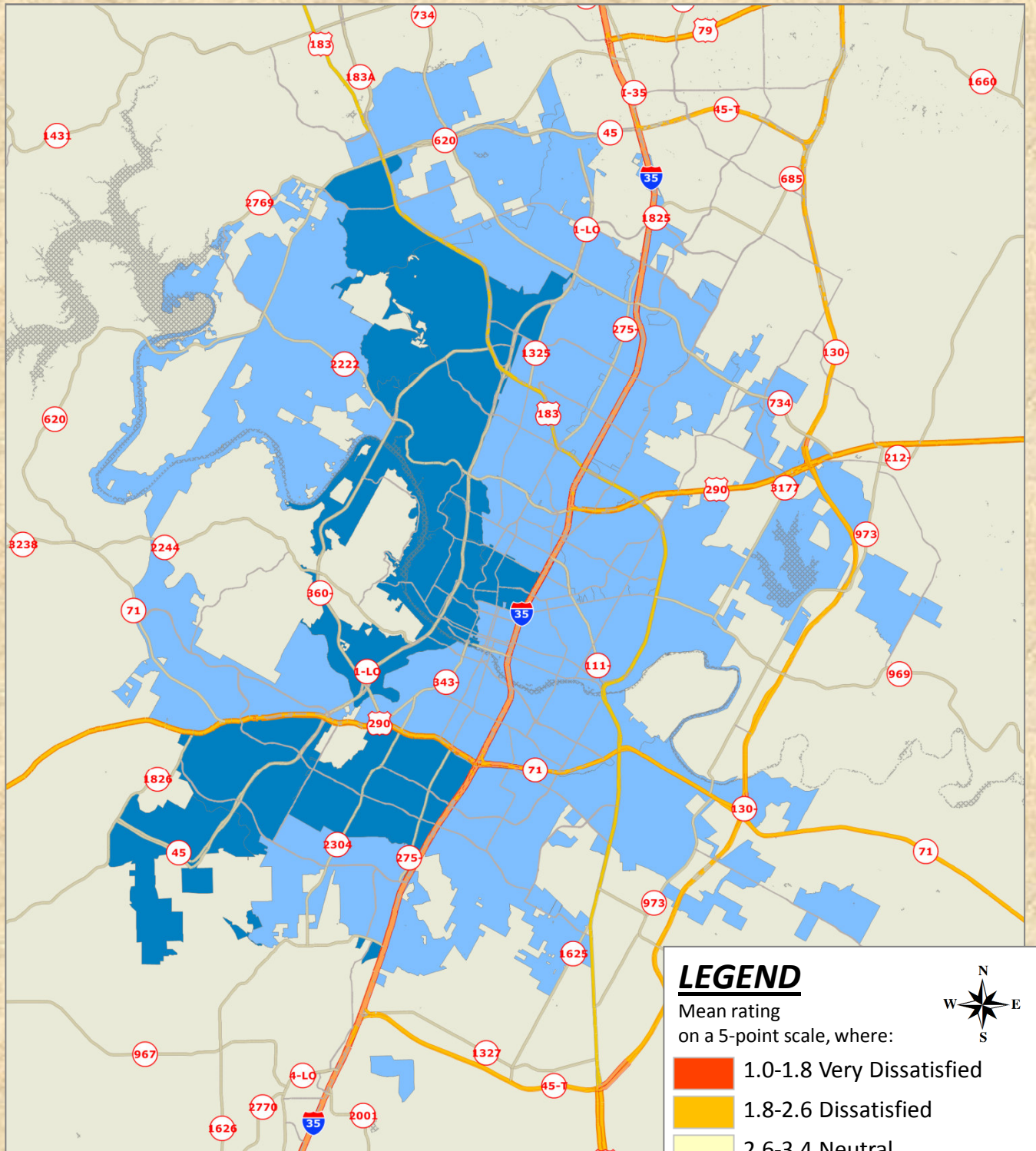
Q13f Satisfaction with the reliability of electric service



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q13g Satisfaction with the safety of drinking water



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

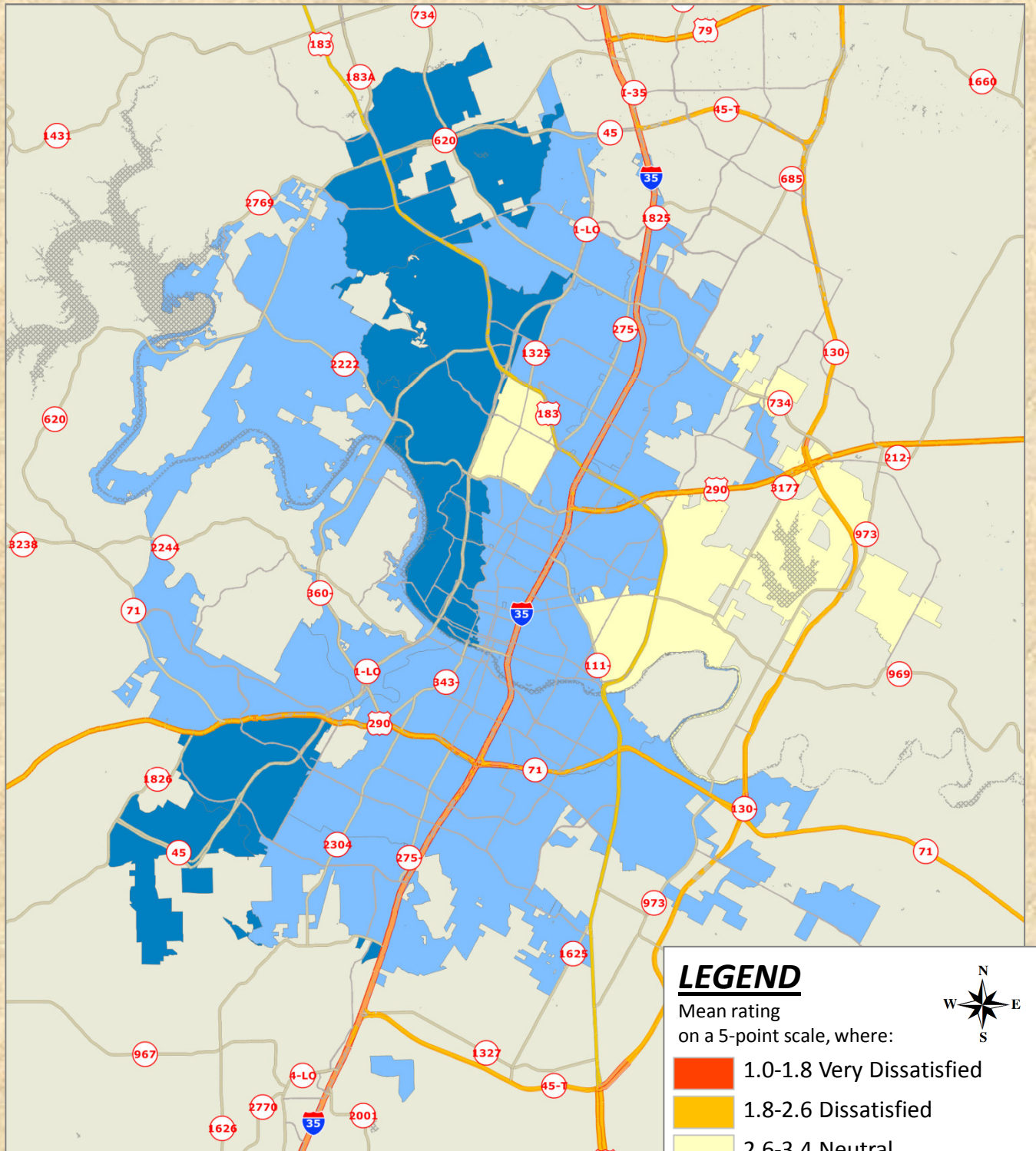
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)





Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q13i Satisfaction with the cleanliness of neighborhoods



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

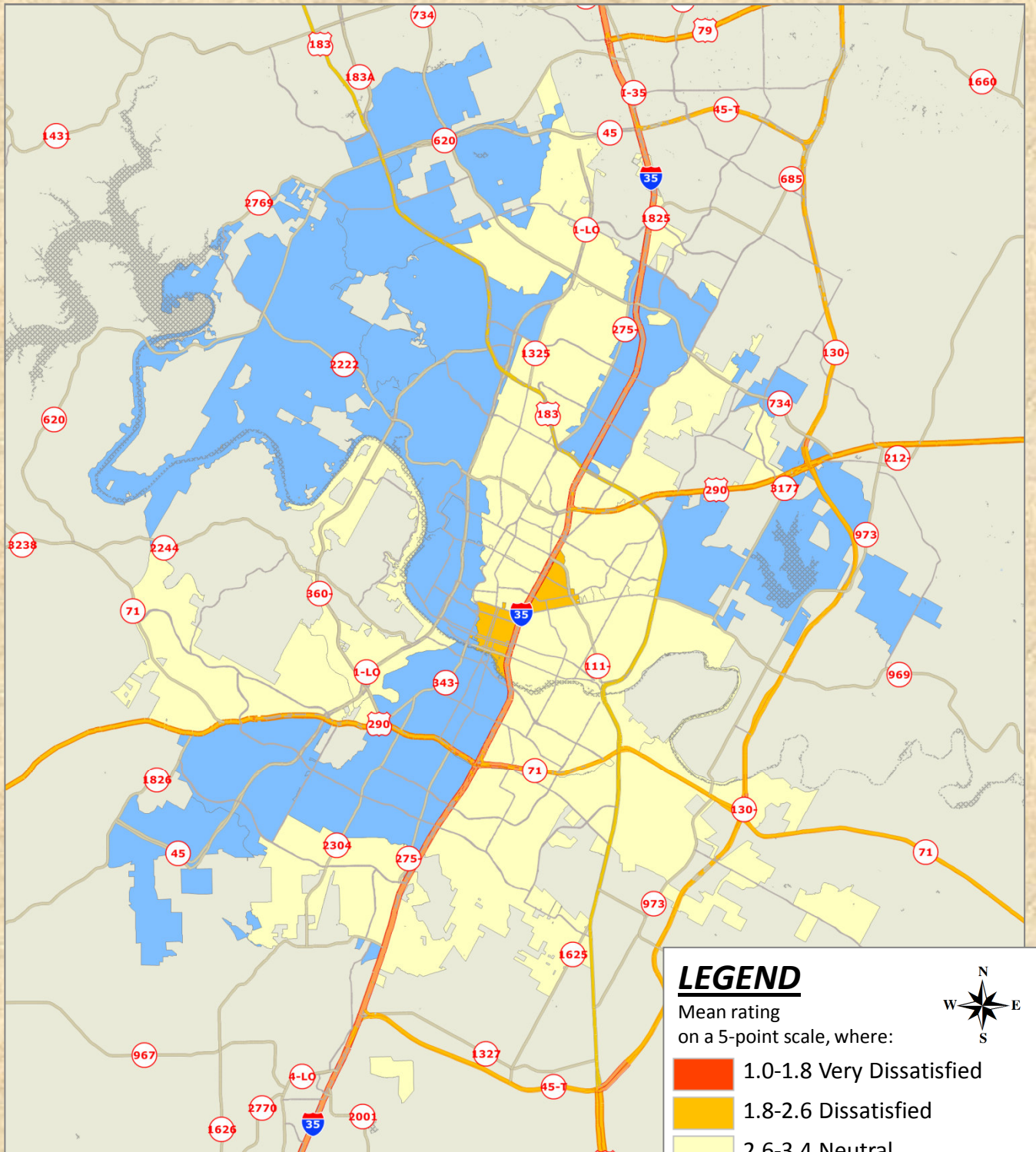
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q13j Satisfaction with the code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

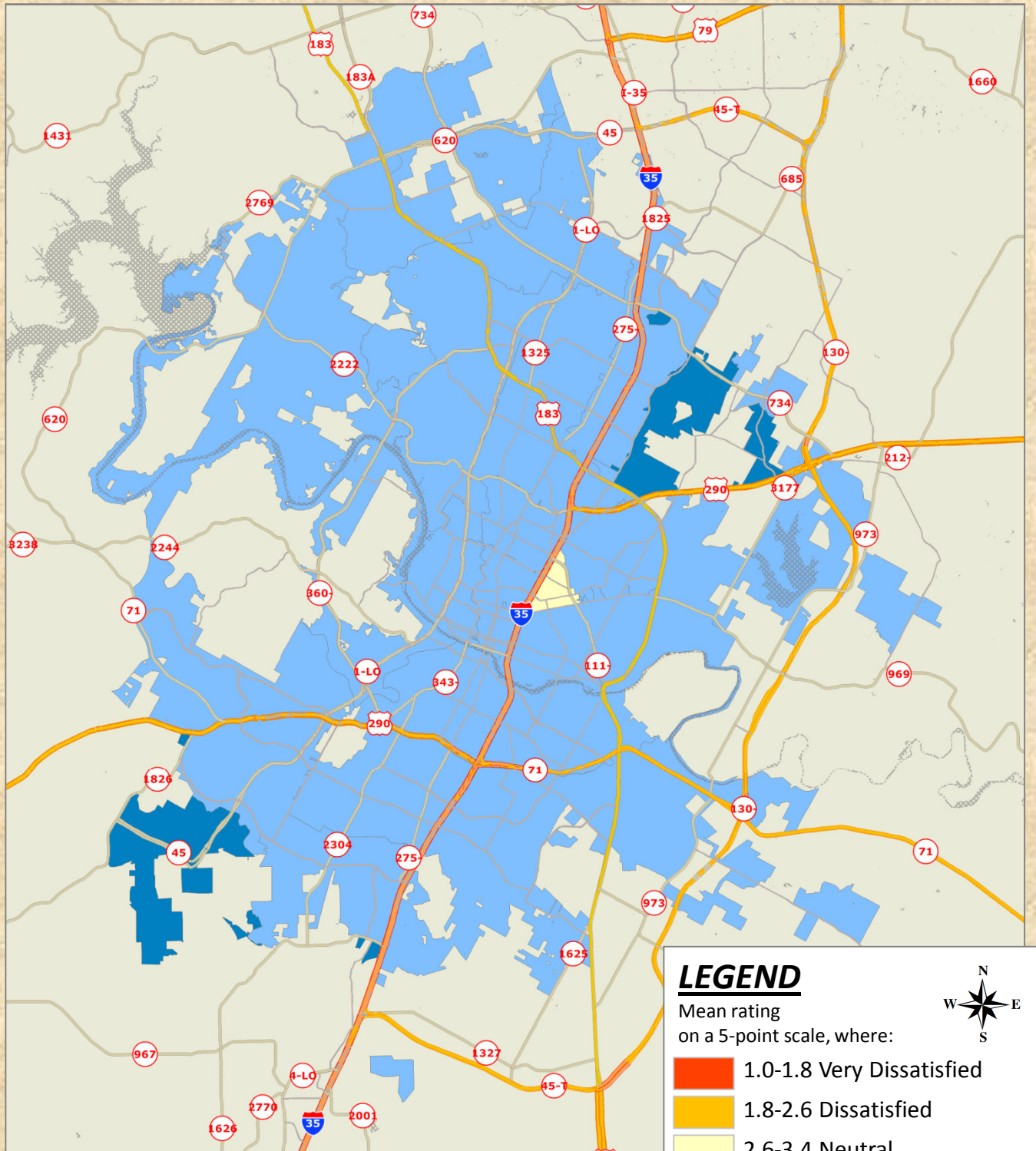
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



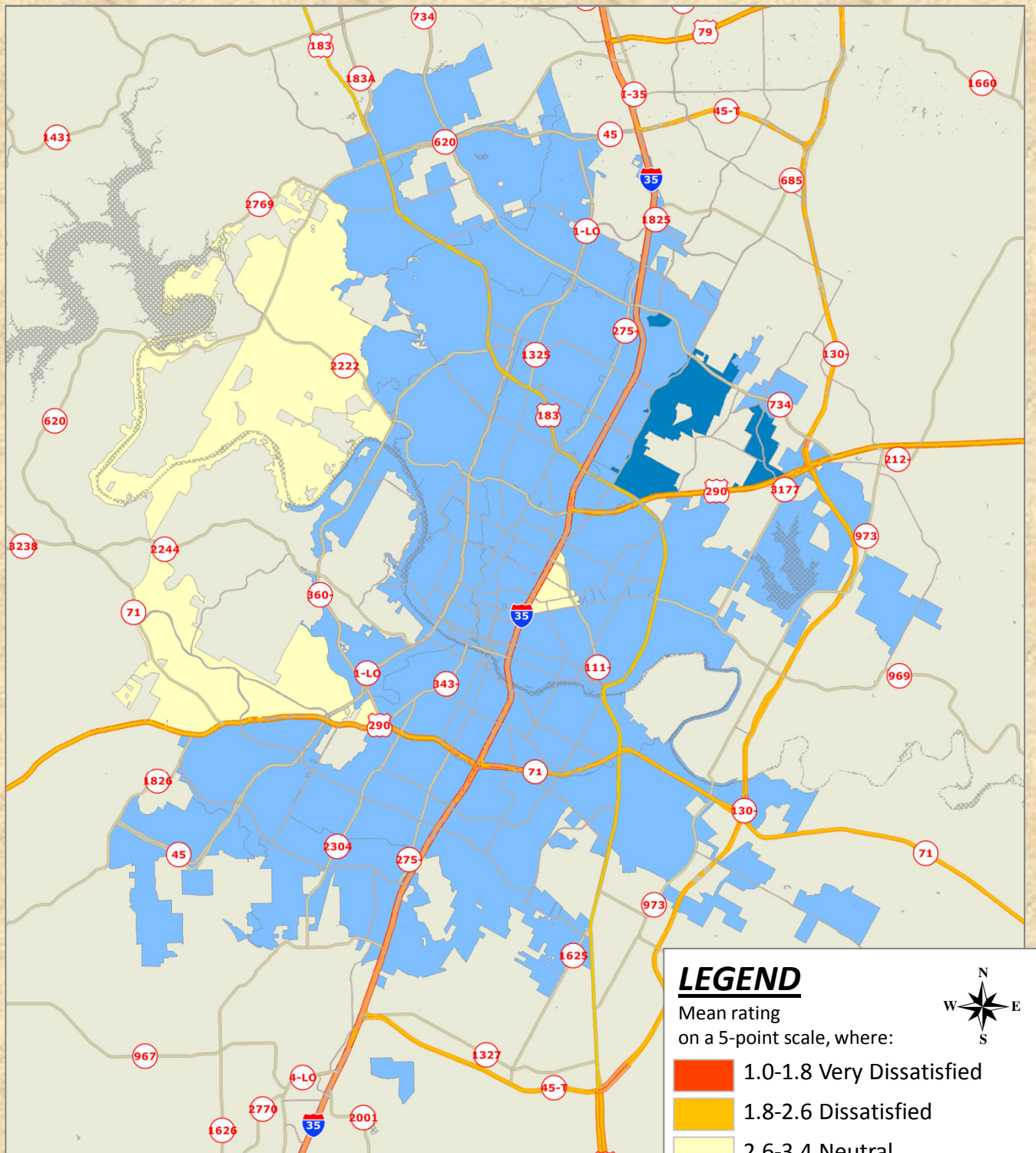
Q15a Satisfaction with Austin Energy customer service



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q15b Satisfaction with water and wastewater customer service



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

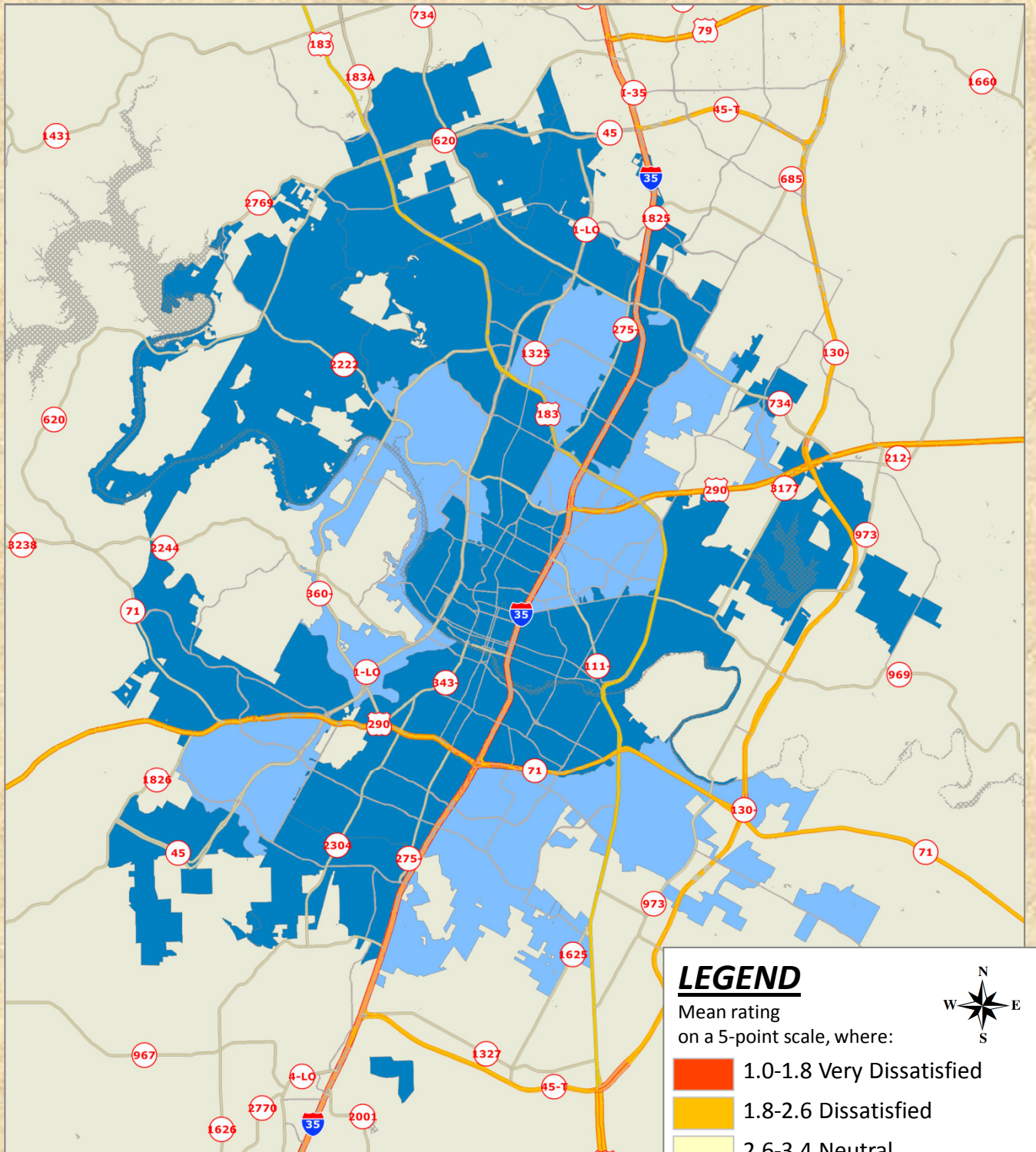
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q15c Satisfaction with the helpfulness of library staff



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

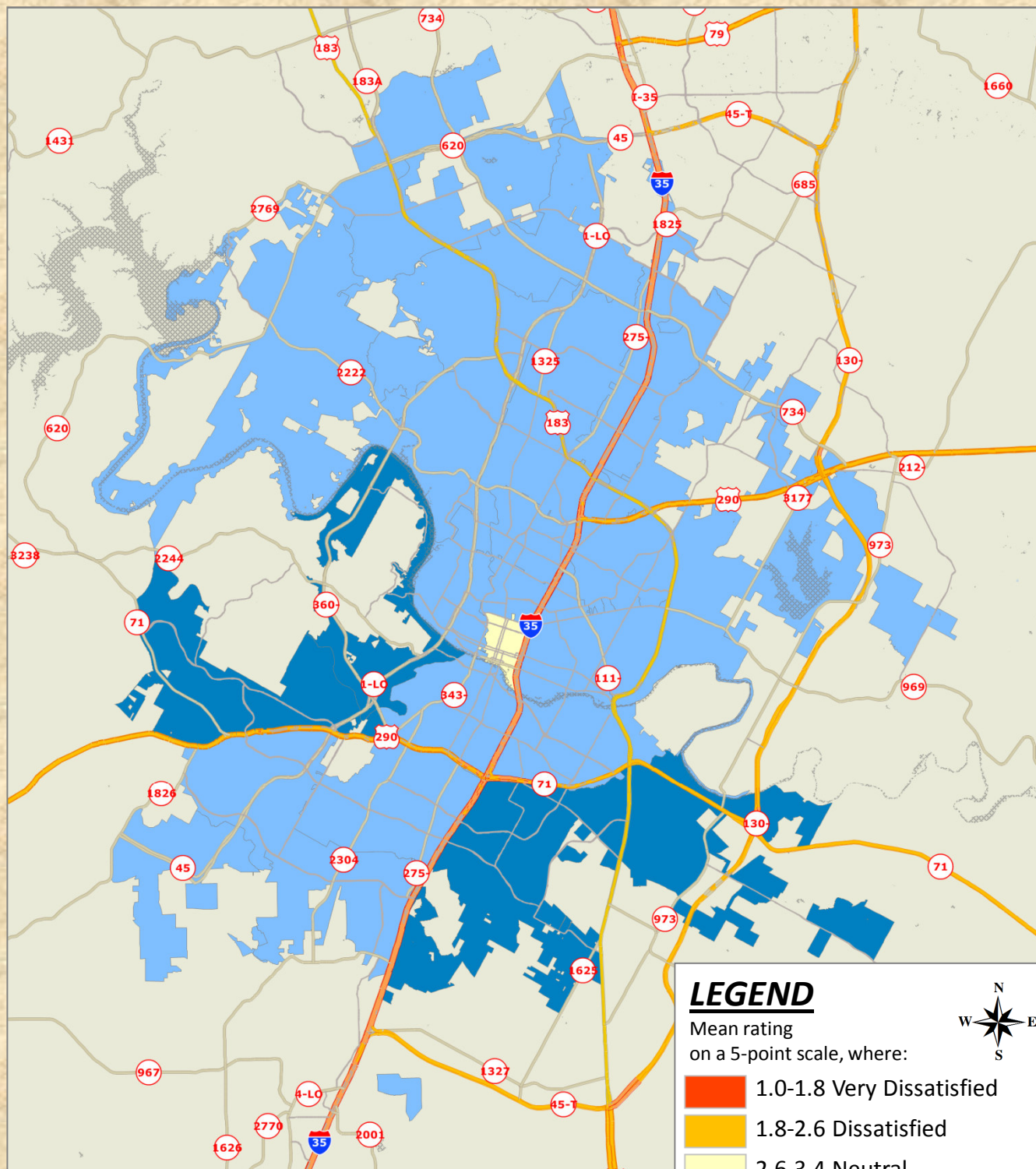
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)





ETC Institute (2012)

Q15e Satisfaction with services provided by the City's 311 assistance telephone number



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

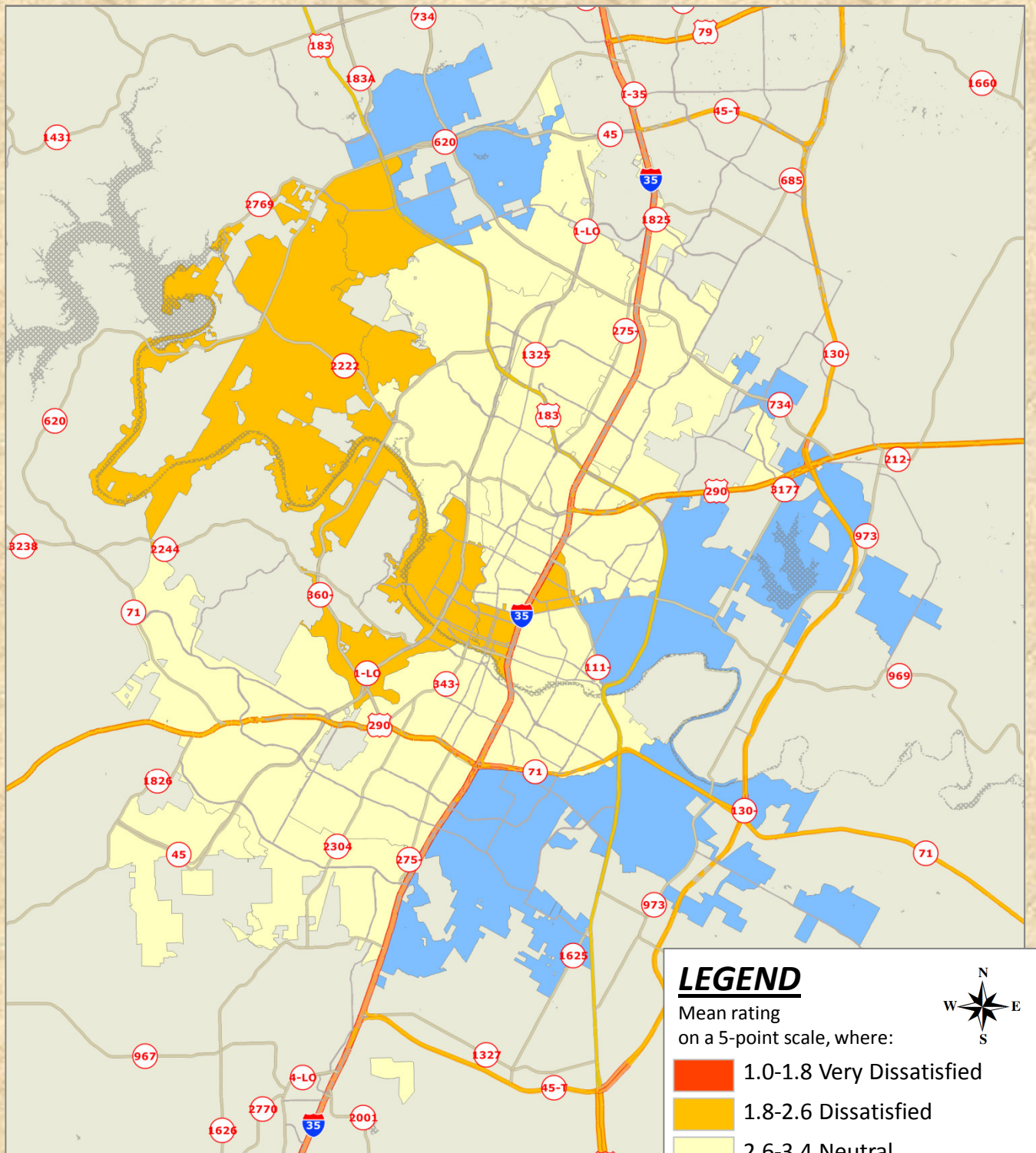
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



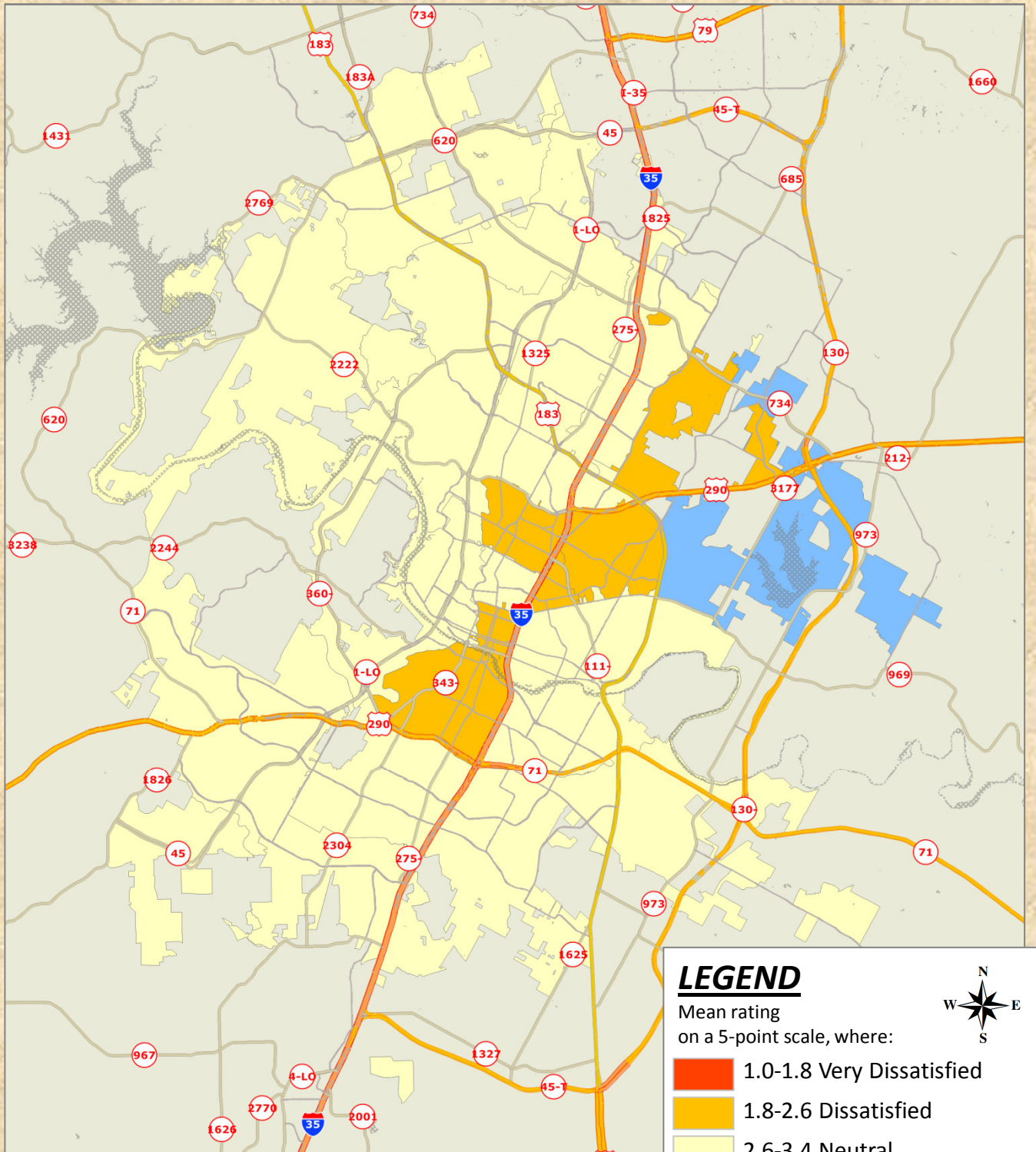
Q15f Satisfaction with review services for residential and commercial building plans



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q16a Satisfaction with the availability of affordable housing for low/moderate income families



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

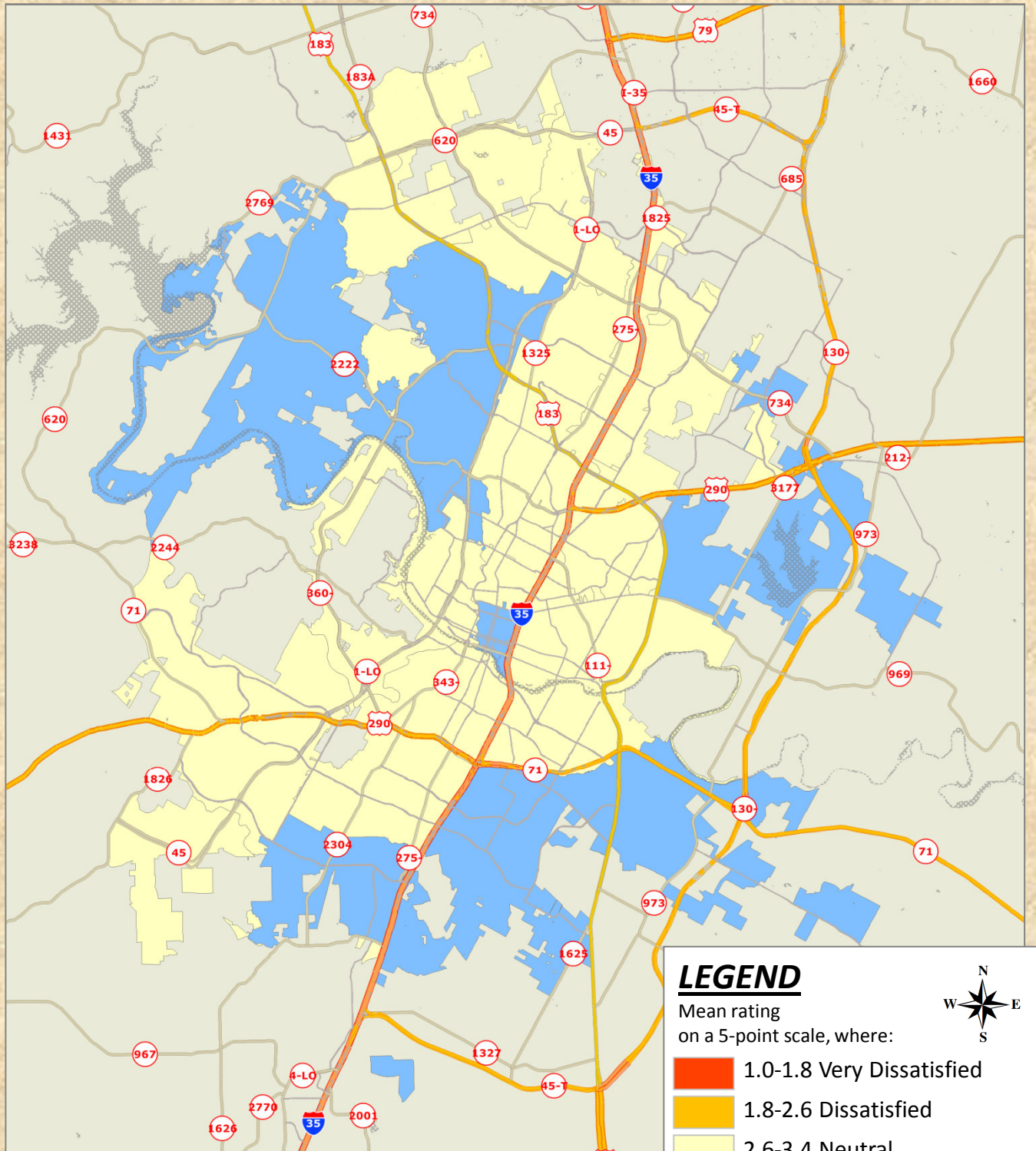
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16b Satisfaction with the City's efforts to offer financial literacy/homebuyer education



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

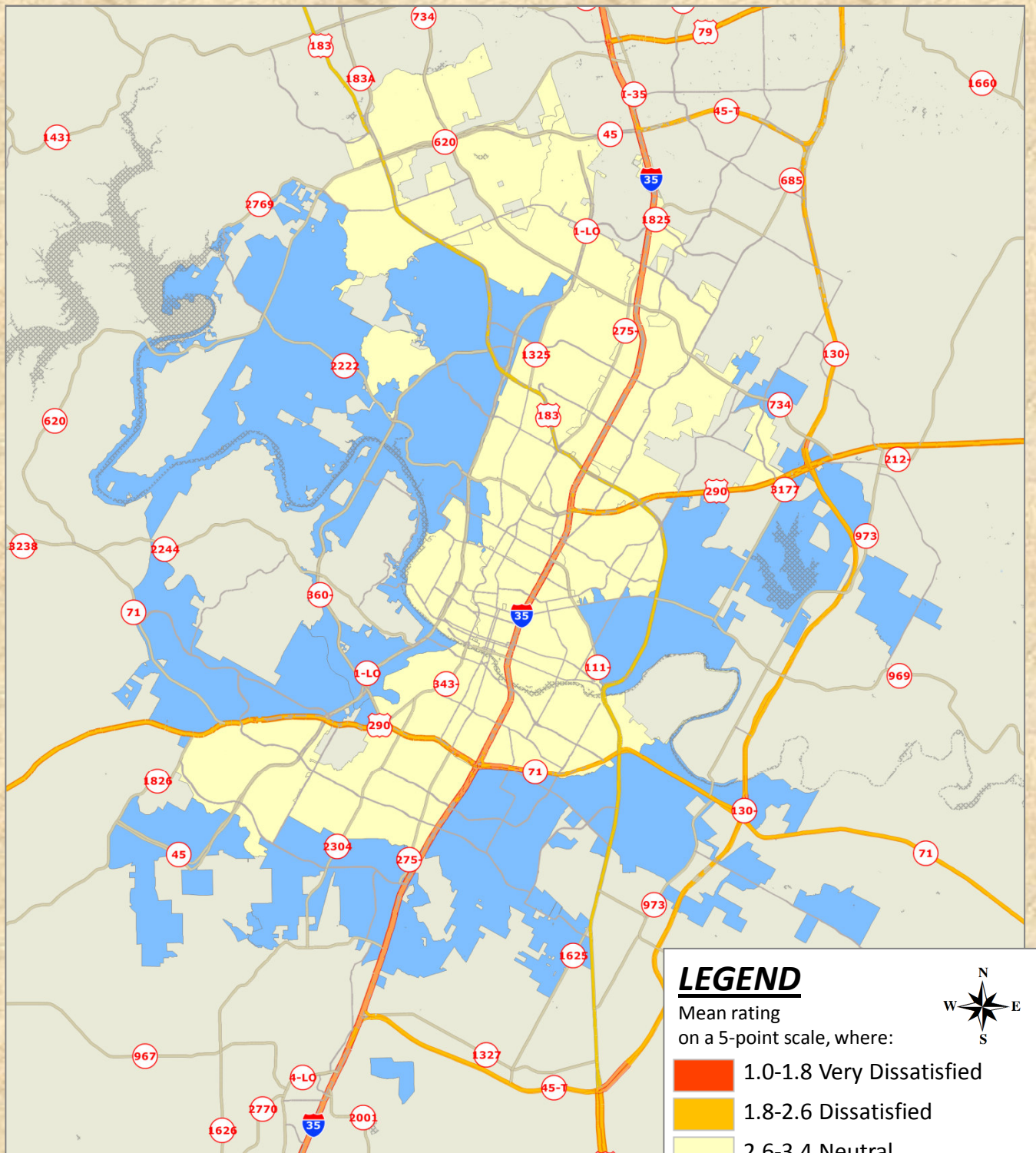
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16c Satisfaction with City's effort to promote and assist small, minority and/or women-owned businesses



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

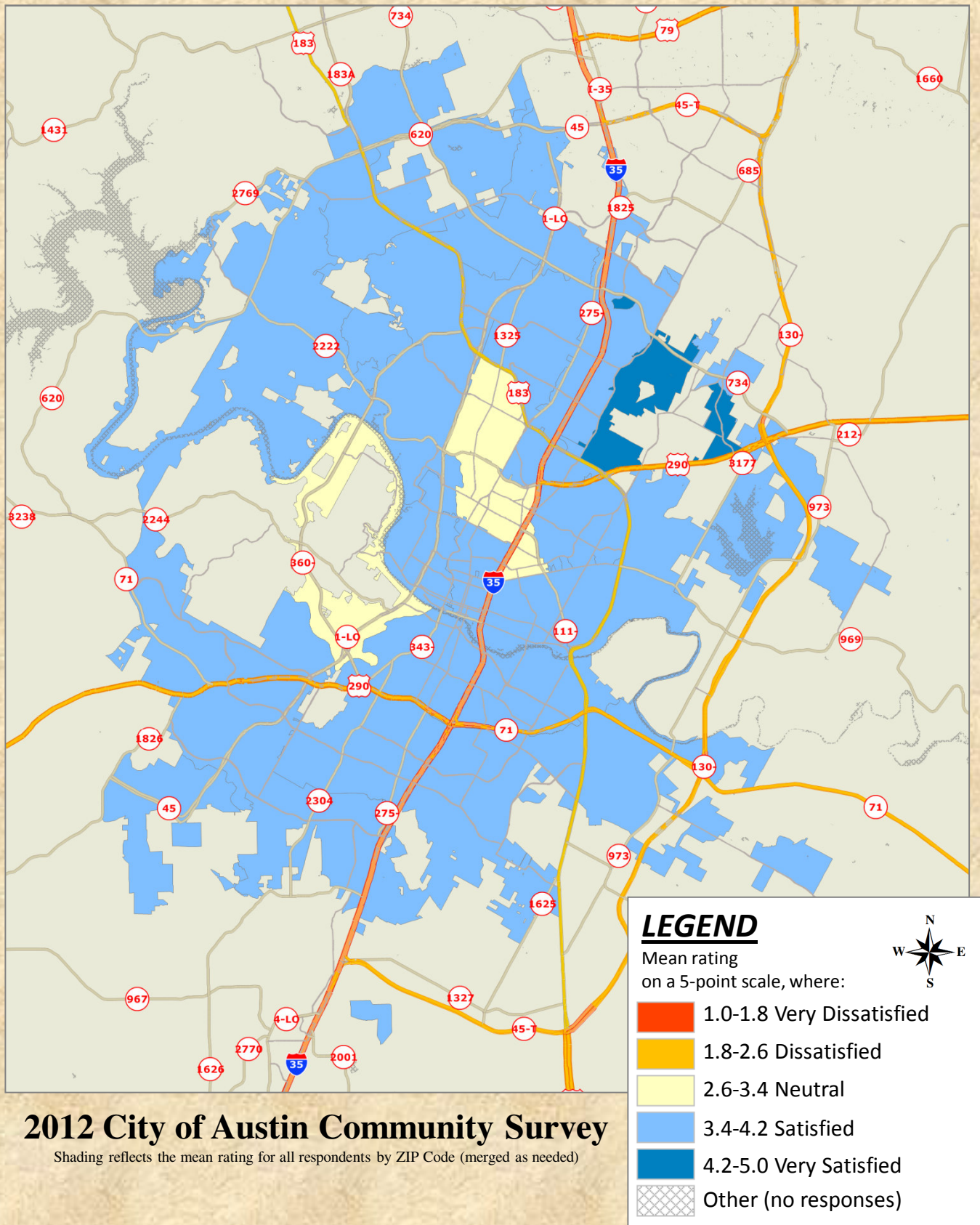
LEGEND

Mean rating
on a 5-point scale, where:

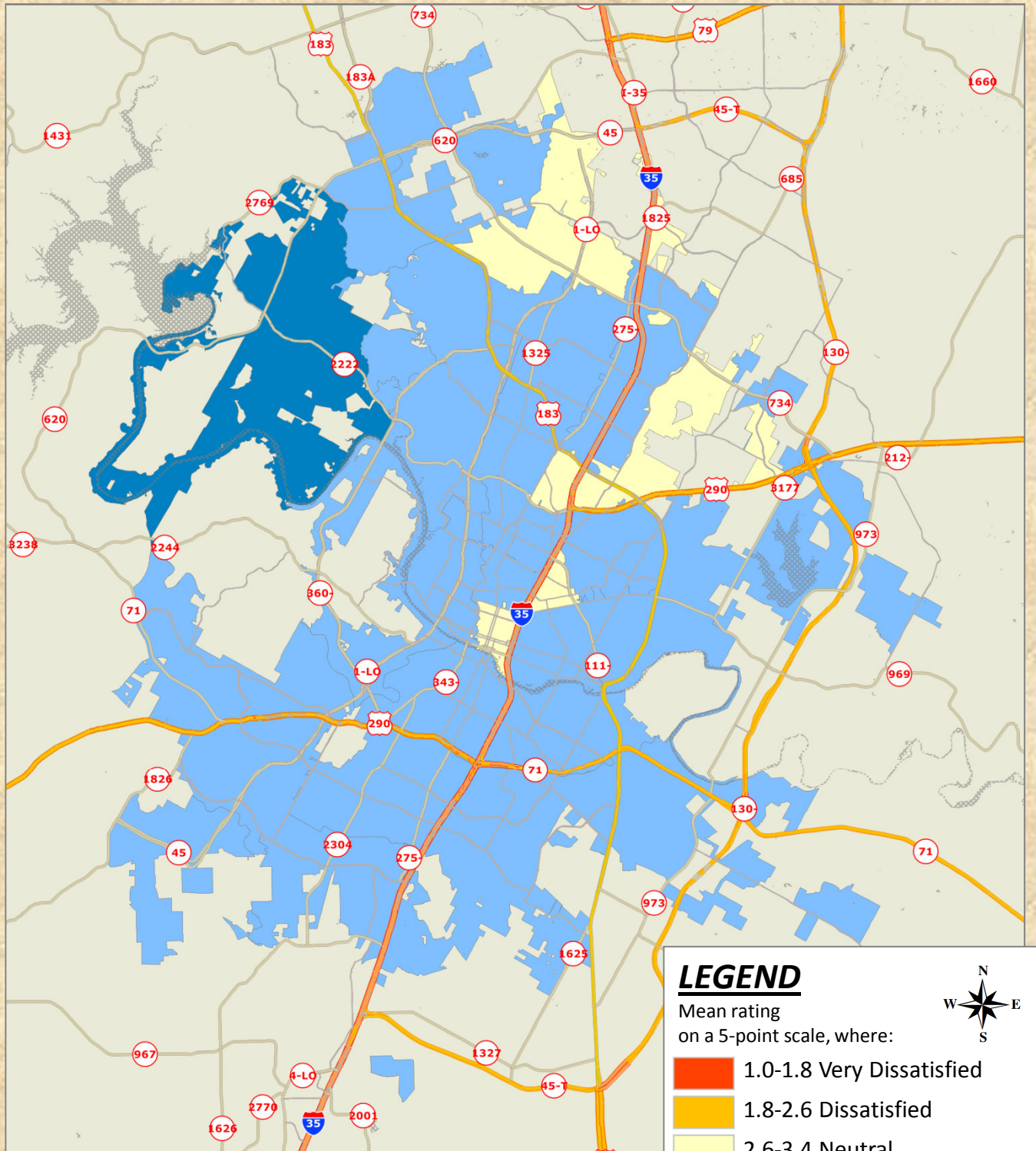
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16d Satisfaction with Shot for Tots and Big Shots program



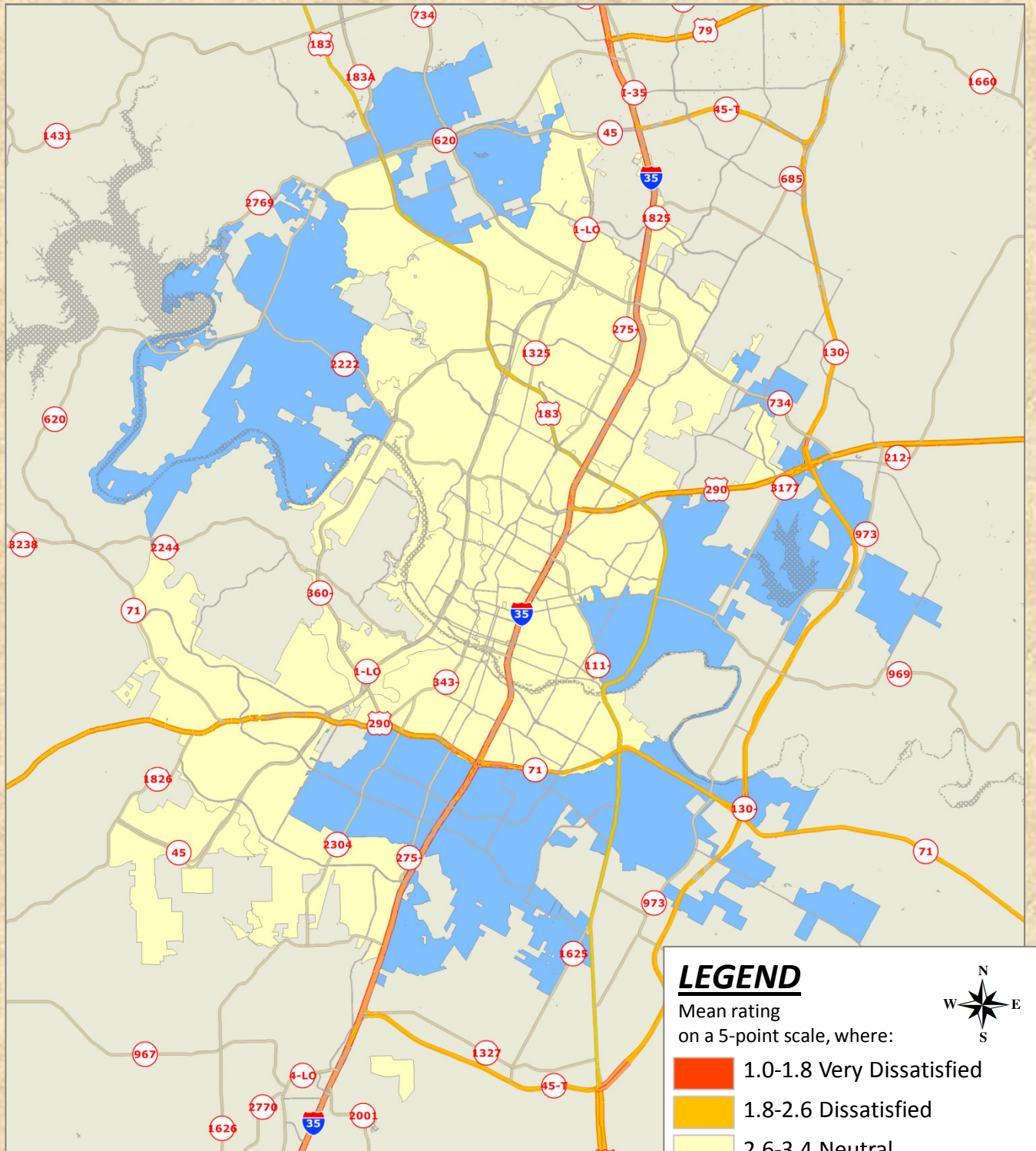
Q16e Satisfaction with the Food Safety Inspection program



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

Q16f Satisfaction with neighborhood planning/zoning efforts



2012 City of Austin Community Survey

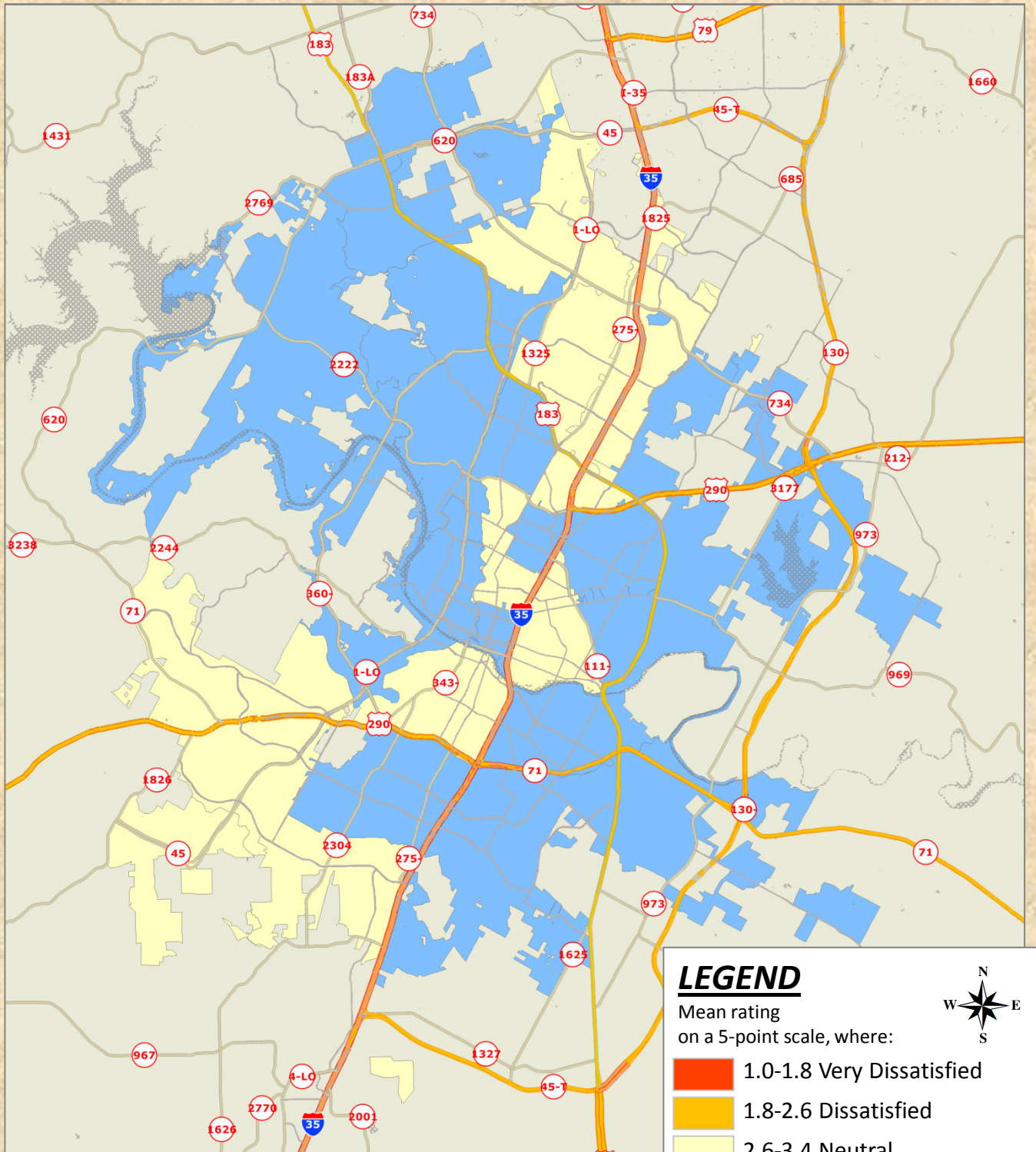
Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

Q16g Satisfaction with the accessibility of municipal court services



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

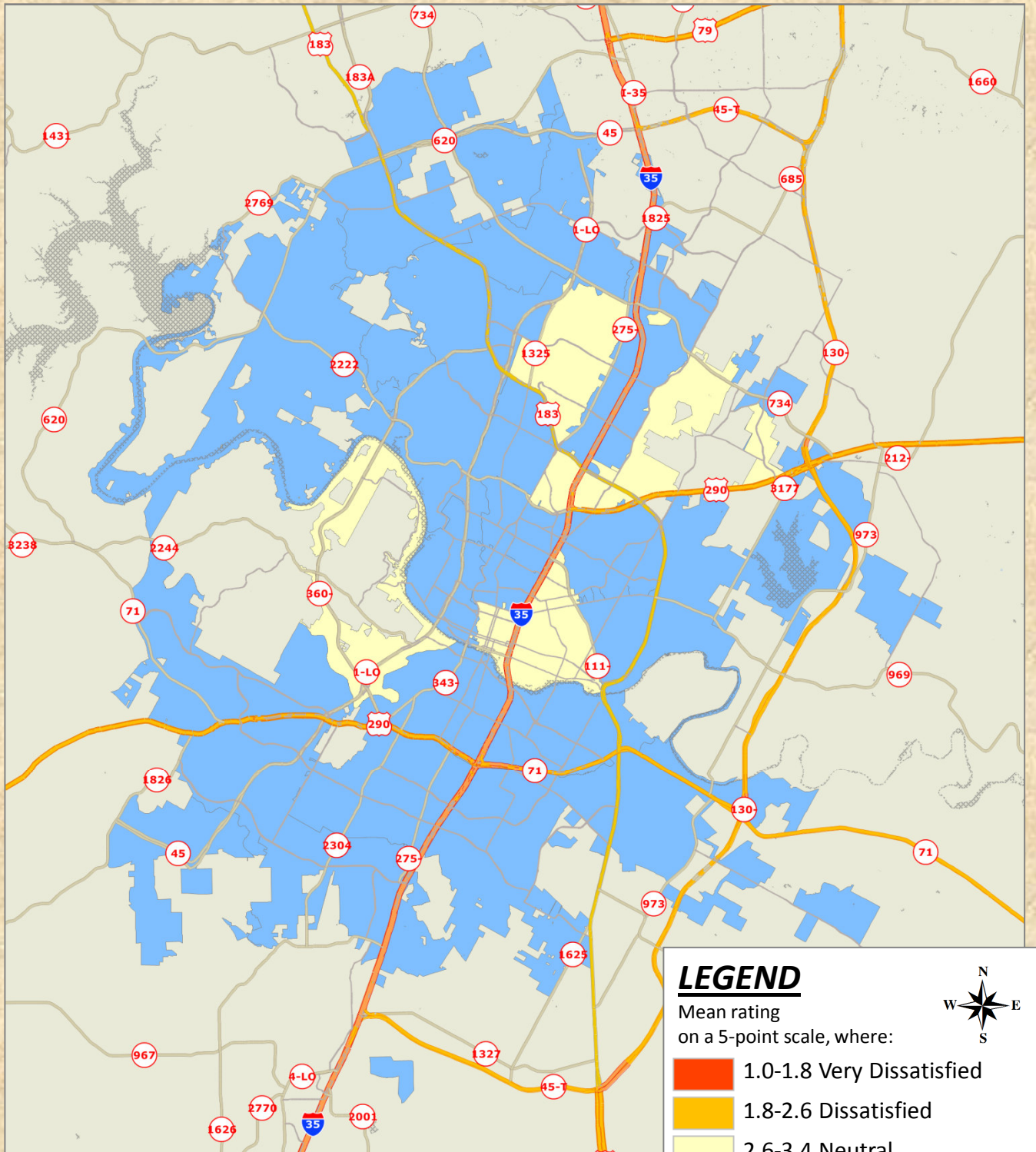
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Q16h Satisfaction with the City efforts to support diversity



2012 City of Austin Community Survey

Shading reflects the mean rating for all respondents by ZIP Code (merged as needed)

LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



Section 5:
Tabular Data & Survey
Instrument

Q1. Please rate your satisfaction with the following items of "Perceptions of the Community."

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. City of Austin as a place to live	46.4%	38.7%	10.1%	3.1%	1.5%	0.2%
Q1b. City of Austin as a place to raise children	36.9%	31.6%	14.5%	3.6%	1.6%	11.9%
Q1c. City of Austin as a place to work	37.6%	37.3%	14.7%	5.4%	1.3%	3.7%
Q1d. City of Austin as a place to retire	27.2%	23.6%	19.9%	9.4%	4.8%	15.1%
Q1e. Overall value that you receive for City tax & fees	12.7%	31.5%	27.5%	14.5%	7.8%	6.1%
Q1f. Overall quality of life in City	31.6%	45.1%	16.5%	3.3%	1.9%	1.6%
Q1g. How well City of Austin is planning growth	12.6%	23.1%	23.3%	22.1%	12.3%	6.6%
Q1h. Overall quality of services provided by City of Austin	17.6%	42.5%	27.3%	7.9%	3.0%	1.7%

WITHOUT DON'T KNOW**Q1. Please rate your satisfaction with the following items of "Perceptions of the Community." (without "don't know")**

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. City of Austin as a place to live	46.5%	38.8%	10.2%	3.1%	1.5%
Q1b. City of Austin as a place to raise children	41.8%	35.9%	16.4%	4.0%	1.8%
Q1c. City of Austin as a place to work	39.0%	38.7%	15.3%	5.6%	1.4%
Q1d. City of Austin as a place to retire	32.1%	27.8%	23.4%	11.1%	5.7%
Q1e. Overall value that you receive for City tax & fees	13.6%	33.5%	29.2%	15.4%	8.3%
Q1f. Overall quality of life in City	32.1%	45.8%	16.8%	3.4%	1.9%
Q1g. How well City of Austin is planning growth	13.5%	24.7%	25.0%	23.6%	13.1%
Q1h. Overall quality of services provided by City of Austin	17.9%	43.2%	27.8%	8.1%	3.1%

Q2. Please rate your satisfaction with the following "Major City Services."

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q2a. Quality of parks & recreation programs & facilities	25.9%	41.6%	17.4%	6.7%	2.4%	5.9%
Q2b. Quality of City libraries	23.3%	37.0%	16.5%	5.2%	1.7%	16.2%
Q2c. Quality of public safety services	27.5%	45.0%	16.1%	5.4%	1.7%	4.4%
Q2d. Quality of municipal court services	11.5%	27.5%	21.8%	6.1%	2.5%	30.6%
Q2e. Quality of Austin-Bergstrom International Airport	33.1%	40.3%	13.6%	2.5%	1.0%	9.4%
Q2f. Quality of drinking water provided by Austin Water Utility	29.5%	42.7%	15.7%	7.2%	3.3%	1.5%
Q2g. Quality of wastewater services provided by Austin Water Utility	24.2%	42.2%	18.4%	6.4%	3.1%	5.6%
Q2h. Quality of electric utility services provided by Austin Energy	23.6%	39.0%	20.0%	9.3%	4.9%	3.2%
Q2i. Maintenance of City streets & sidewalks	10.8%	30.7%	27.8%	20.6%	9.2%	1.0%
Q2j. Management of stormwater runoff	13.6%	36.4%	27.0%	7.2%	2.9%	12.9%

Q2. (Continued) Please rate your satisfaction with the following "Major City Services."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q2k. Effectiveness of communication by City of Austin	13.7%	32.5%	31.6%	11.2%	5.1%	5.8%
Q2l. Quality of health & human services provided by City	12.7%	31.9%	23.5%	7.4%	2.9%	21.6%
Q2m. Quality of planning, development review, permitting & inspection services	7.8%	20.9%	24.8%	15.0%	8.7%	22.9%
Q2n. Animal services	16.5%	36.7%	20.8%	6.3%	2.5%	17.2%

WITHOUT DON'T KNOW**Q2. Please rate your satisfaction with the following "Major City Services." (without "don't know")**

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q2a. Quality of parks & recreation programs & facilities	27.6%	44.2%	18.5%	7.1%	2.5%
Q2b. Quality of City libraries	27.8%	44.2%	19.7%	6.2%	2.1%
Q2c. Quality of public safety services	28.8%	47.1%	16.8%	5.6%	1.7%
Q2d. Quality of municipal court services	16.5%	39.7%	31.4%	8.8%	3.6%
Q2e. Quality of Austin-Bergstrom International Airport	36.6%	44.5%	15.0%	2.8%	1.1%
Q2f. Quality of drinking water provided by Austin Water Utility	30.0%	43.4%	16.0%	7.3%	3.4%
Q2g. Quality of wastewater services provided by Austin Water Utility	25.6%	44.8%	19.5%	6.8%	3.3%
Q2h. Quality of electric utility services provided by Austin Energy	24.3%	40.3%	20.7%	9.6%	5.1%
Q2i. Maintenance of City streets & sidewalks	10.9%	31.0%	28.1%	20.8%	9.3%
Q2j. Management of stormwater runoff	15.6%	41.8%	31.0%	8.3%	3.4%

WITHOUT DON'T KNOW**Q2. (Continued) Please rate your satisfaction with the following "Major City Services." (without "don't know")**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q2k. Effectiveness of communication by City of Austin	14.5%	34.5%	33.6%	11.9%	5.5%
Q2l. Quality of health & human services provided by City	16.1%	40.7%	30.0%	9.5%	3.7%
Q2m. Quality of planning, development review, permitting & inspection services	10.1%	27.1%	32.1%	19.4%	11.3%
Q2n. Animal services	20.0%	44.3%	25.1%	7.6%	3.0%

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide?

<u>Q3. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Parks & recreation programs & facilities	99	7.8 %
Libraries	38	3.0 %
Public safety services	440	34.8 %
Municipal court services	14	1.1 %
Austin-Bergstrom International Airport	17	1.3 %
Drinking water provided by Austin Water Utility	144	11.4 %
Wastewater services provided by Austin Water Utility	19	1.5 %
Electric utility services provided by Austin Energy	70	5.5 %
Maintenance of City streets & sidewalks	92	7.3 %
Management of stormwater runoff	10	0.8 %
Communication by City of Austin	14	1.1 %
Health & human services provided by City	92	7.3 %
Planning, development review, permitting & inspection services	61	4.8 %
Animal services	29	2.3 %
None chosen	125	9.9 %
Total	1264	100.0 %

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide?

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Parks & recreation programs & facilities	85	6.7 %
Libraries	63	5.0 %
Public safety services	137	10.8 %
Municipal court services	28	2.2 %
Austin-Bergstrom International Airport	34	2.7 %
Drinking water provided by Austin Water Utility	213	16.9 %
Wastewater services provided by Austin Water Utility	47	3.7 %
Electric utility services provided by Austin Energy	118	9.3 %
Maintenance of City streets & sidewalks	130	10.3 %
Management of stormwater runoff	18	1.4 %
Communication by City of Austin	36	2.8 %
Health & human services provided by City	78	6.2 %
Planning, development review, permitting & inspection services	50	4.0 %
Animal services	27	2.1 %
None chosen	200	15.8 %
Total	1264	100.0 %

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide?

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Parks & recreation programs & facilities	88	7.0 %
Libraries	45	3.6 %
Public safety services	106	8.4 %
Municipal court services	19	1.5 %
Austin-Bergstrom International Airport	18	1.4 %
Drinking water provided by Austin Water Utility	117	9.3 %
Wastewater services provided by Austin Water Utility	38	3.0 %
Electric utility services provided by Austin Energy	137	10.8 %
Maintenance of City streets & sidewalks	145	11.5 %
Management of stormwater runoff	25	2.0 %
Communication by City of Austin	45	3.6 %
Health & human services provided by City	97	7.7 %
Planning, development review, permitting & inspection services	65	5.1 %
Animal services	40	3.2 %
None chosen	279	22.1 %
Total	1264	100.0 %

Q3. Which THREE of the items in Question #2 do you think are most important for the city to provide? (Sum of top 3 choices)

<u>Q3. Sum of top three choices</u>	<u>Number</u>	<u>Percent</u>
Parks & recreation programs & facilities	272	21.5 %
Libraries	146	11.6 %
Public safety services	683	54.0 %
Municipal court services	61	4.8 %
Austin-Bergstrom International Airport	69	5.5 %
Drinking water provided by Austin Water Utility	474	37.5 %
Wastewater services provided by Austin Water Utility	104	8.2 %
Electric utility services provided by Austin Energy	325	25.7 %
Maintenance of City streets & sidewalks	367	29.0 %
Management of stormwater runoff	53	4.2 %
Communication by City of Austin	95	7.5 %
Health & human services provided by City	267	21.1 %
Planning, development review, permitting & inspection services	176	13.9 %
Animal services	96	7.6 %
None chosen	125	9.9 %
Total	3313	

Q4. Please rate your level of agreement with the following statements of "Feeling of Safety."

(N=1264)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q4a. I feel safe in my neighborhood during the day	48.1%	39.3%	6.9%	3.4%	1.6%	0.7%
Q4b. I feel safe in my neighborhood at night	29.1%	37.8%	16.6%	10.3%	4.9%	1.3%
Q4c. I feel safe in City parks	18.0%	38.0%	22.5%	8.3%	2.5%	10.8%
Q4d. I feel safe walking alone downtown during the day	33.4%	37.5%	13.1%	5.3%	2.3%	8.4%
Q4e. I feel safe walking alone downtown at night	7.4%	18.0%	24.2%	22.0%	15.7%	12.7%

WITHOUT DON'T KNOW**Q4. Please rate your level of agreement with the following statements of "Feeling of Safety." (without "don't know")**

(N=1264)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q4a. I feel safe in my neighborhood during the day	48.4%	39.6%	6.9%	3.4%	1.6%
Q4b. I feel safe in my neighborhood at night	29.5%	38.3%	16.8%	10.4%	5.0%
Q4c. I feel safe in City parks	20.2%	42.6%	25.2%	9.3%	2.7%
Q4d. I feel safe walking alone downtown during the day	36.4%	40.9%	14.3%	5.8%	2.5%
Q4e. I feel safe walking alone downtown at night	8.4%	20.6%	27.7%	25.2%	18.0%

Q5. Please rate your satisfaction with the following "Maintenance and Appearance of the City."

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a. Condition of major City streets	11.8%	42.6%	25.0%	13.5%	5.5%	1.5%
Q5b. Condition of streets in your neighborhood	19.9%	38.5%	18.2%	15.5%	7.0%	0.8%
Q5c. Condition of sidewalks in your neighborhood	15.2%	29.6%	18.8%	17.6%	12.2%	6.6%
Q5d. Timing of traffic signals on City streets	11.0%	37.3%	25.2%	14.6%	10.0%	1.9%
Q5e. Traffic flow on major City streets	4.5%	21.4%	25.2%	28.3%	18.1%	2.5%
Q5f. Pedestrian accessibility	10.7%	31.2%	26.8%	17.2%	9.1%	5.1%
Q5g. Bicycle accessibility	13.3%	25.9%	25.5%	14.9%	9.0%	11.4%
Q5h. Enforcement of local codes & ordinances	9.2%	28.6%	24.8%	9.8%	7.2%	20.3%

WITHOUT DON'T KNOW**Q5. Please rate your satisfaction with the following "Maintenance and Appearance of the City." (without "don't know")**

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Condition of major City streets	12.0%	43.3%	25.4%	13.7%	5.6%
Q5b. Condition of streets in your neighborhood	20.1%	38.8%	18.3%	15.6%	7.1%
Q5c. Condition of sidewalks in your neighborhood	16.3%	31.7%	20.1%	18.9%	13.1%
Q5d. Timing of traffic signals on City streets	11.2%	38.1%	25.6%	14.9%	10.2%
Q5e. Traffic flow on major City streets	4.6%	21.9%	25.8%	29.1%	18.6%
Q5f. Pedestrian accessibility	11.3%	32.8%	28.3%	18.1%	9.6%
Q5g. Bicycle accessibility	15.0%	29.3%	28.8%	16.8%	10.2%
Q5h. Enforcement of local codes & ordinances	11.5%	35.9%	31.2%	12.3%	9.0%

Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide?

<u>Q6. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	373	29.5 %
Condition of streets in your neighborhood	87	6.9 %
Condition of sidewalks in your neighborhood	81	6.4 %
Timing of traffic signals on City streets	95	7.5 %
Traffic flow on major City streets	240	19.0 %
Pedestrian accessibility	98	7.8 %
Bicycle accessibility	66	5.2 %
Enforcement of local codes & ordinances	81	6.4 %
<u>None chosen</u>	<u>143</u>	<u>11.3 %</u>
Total	1264	100.0 %

Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	132	10.4 %
Condition of streets in your neighborhood	166	13.1 %
Condition of sidewalks in your neighborhood	97	7.7 %
Timing of traffic signals on City streets	129	10.2 %
Traffic flow on major City streets	223	17.6 %
Pedestrian accessibility	143	11.3 %
Bicycle accessibility	114	9.0 %
Enforcement of local codes & ordinances	62	4.9 %
<u>None chosen</u>	<u>198</u>	<u>15.7 %</u>
Total	1264	100.0 %

Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide?

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	145	11.5 %
Condition of streets in your neighborhood	118	9.3 %
Condition of sidewalks in your neighborhood	105	8.3 %
Timing of traffic signals on City streets	110	8.7 %
Traffic flow on major City streets	161	12.7 %
Pedestrian accessibility	124	9.8 %
Bicycle accessibility	98	7.8 %
Enforcement of local codes & ordinances	113	8.9 %
<u>None chosen</u>	<u>290</u>	<u>22.9 %</u>
Total	1264	100.0 %

Q6. Which THREE of the items listed above in Question #5 do you think are most important for the City to provide? (Sum of top 3 choices)

<u>Q6. Sum of top three choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	650	51.4 %
Condition of streets in your neighborhood	371	29.4 %
Condition of sidewalks in your neighborhood	283	22.4 %
Timing of traffic signals on City streets	334	26.4 %
Traffic flow on major City streets	624	49.4 %
Pedestrian accessibility	365	28.9 %
Bicycle accessibility	278	22.0 %
Enforcement of local codes & ordinances	256	20.3 %
<u>None chosen</u>	<u>143</u>	<u>11.3 %</u>
Total	3304	

Q7. Please rate your satisfaction with the following "Public Safety Services."

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7a. Quality of police services	25.3%	43.8%	15.4%	6.0%	2.8%	6.6%
Q7b. Speed of emergency police response	24.8%	31.6%	13.8%	5.8%	2.6%	21.4%
Q7c. Enforcement of local traffic laws	17.1%	38.6%	23.3%	7.0%	3.6%	10.4%
Q7d. Quality of fire services	35.3%	35.6%	7.5%	0.7%	0.3%	20.6%
Q7e. Timeliness of Fire response to emergency location	34.7%	28.7%	8.1%	0.7%	0.1%	27.6%
Q7f. Medical assistance provided by EMS	34.4%	30.3%	8.5%	0.7%	0.3%	25.8%
Q7g. Timeliness of EMS response to emergency location	33.6%	29.2%	8.9%	0.7%	0.2%	27.3%

WITHOUT DON'T KNOW**Q7. Please rate your satisfaction with the following "Public Safety Services." (without "don't know")**

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7a. Quality of police services	27.1%	46.9%	16.5%	6.4%	3.0%
Q7b. Speed of emergency police response	31.5%	40.3%	17.5%	7.4%	3.3%
Q7c. Enforcement of local traffic laws	19.1%	43.1%	26.0%	7.8%	4.1%
Q7d. Quality of fire services	44.4%	44.8%	9.5%	0.9%	0.4%
Q7e. Timeliness of Fire response to emergency location	48.0%	39.7%	11.3%	1.0%	0.1%
Q7f. Medical assistance provided by EMS	46.4%	40.8%	11.4%	1.0%	0.4%
Q7g. Timeliness of EMS response to emergency location	46.2%	40.2%	12.3%	1.0%	0.3%

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide?

<u>Q8. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police services	455	36.0 %
Speed of emergency police response	212	16.8 %
Enforcement of local traffic laws	46	3.6 %
Quality of fire services	83	6.6 %
Timeliness of Fire response to emergency location	93	7.4 %
Medical assistance provided by EMS	114	9.0 %
Timeliness of EMS response to emergency location	100	7.9 %
<u>None chosen</u>	<u>161</u>	<u>12.7 %</u>
Total	1264	100.0 %

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide?

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police services	106	8.4 %
Speed of emergency police response	165	13.1 %
Enforcement of local traffic laws	52	4.1 %
Quality of fire services	236	18.7 %
Timeliness of Fire response to emergency location	174	13.8 %
Medical assistance provided by EMS	168	13.3 %
Timeliness of EMS response to emergency location	158	12.5 %
<u>None chosen</u>	<u>205</u>	<u>16.2 %</u>
Total	1264	100.0 %

Q8. Which TWO of the public safety services listed above in Question #7 do you think are most important for the City to provide?
(Sum of top 2 choices)

<u>Q8. Sum of top two choices</u>	<u>Number</u>	<u>Percent</u>
Quality of police services	561	44.4 %
Speed of emergency police response	377	29.8 %
Enforcement of local traffic laws	98	7.8 %
Quality of fire services	319	25.2 %
Timeliness of Fire response to emergency location	267	21.1 %
Medical assistance provided by EMS	282	22.3 %
Timeliness of EMS response to emergency location	258	20.4 %
<u>None chosen</u>	<u>161</u>	<u>12.7 %</u>
Total	2323	

Q9. Please rate your satisfaction with the following "Environmental Services."

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9a. Water & wastewater utility response time to emergencies	11.4%	25.5%	19.0%	5.0%	1.8%	37.3%
Q9b. Water Conservation programs within Austin	16.2%	36.6%	23.6%	6.6%	3.5%	13.5%
Q9c. Energy Conservation program	17.5%	35.1%	22.0%	7.7%	3.2%	14.6%
Q9d. Water quality of lakes & streams	11.8%	36.1%	25.9%	8.7%	2.7%	14.9%
Q9e. Flood control efforts	13.3%	37.3%	21.7%	4.0%	1.8%	21.8%

WITHOUT DON'T KNOW**Q9. Please rate your satisfaction with the following "Environmental Services." (without "don't know")**

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9a. Water & wastewater utility response time to emergencies	18.2%	40.7%	30.3%	8.0%	2.9%
Q9b. Water Conservation programs within Austin	18.8%	42.3%	27.3%	7.7%	4.0%
Q9c. Energy Conservation program	20.5%	41.1%	25.7%	9.0%	3.7%
Q9d. Water quality of lakes & streams	13.8%	42.4%	30.4%	10.2%	3.2%
Q9e. Flood control efforts	17.0%	47.8%	27.7%	5.2%	2.3%

Q10. Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide?

Q10. 1st choice	Number	Percent
Water & wastewater utility response time to emergencies	279	22.1 %
Water Conservation programs within Austin	281	22.2 %
Energy Conservation program	118	9.3 %
Water quality of lakes & streams	252	19.9 %
Flood control efforts	147	11.6 %
None chosen	187	14.8 %
Total	1264	100.0 %

Q10. Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide?

Q10. 2nd choice	Number	Percent
Water & wastewater utility response time to emergencies	124	9.8 %
Water Conservation programs within Austin	212	16.8 %
Energy Conservation program	286	22.6 %
Water quality of lakes & streams	204	16.1 %
Flood control efforts	185	14.6 %
None chosen	253	20.0 %
Total	1264	100.0 %

Q10. Which TWO of the environmental services listed above in Question #9 do you think are most important for the City to provide?
(top 2)

Q10. Sum of top two choices	Number	Percent
Water & wastewater utility response time to emergencies	403	31.9 %
Water Conservation programs within Austin	493	39.0 %
Energy Conservation program	404	32.0 %
Water quality of lakes & streams	456	36.1 %
Flood control efforts	332	26.3 %
None chosen	187	14.8 %
Total	2275	

Q11. Please rate your satisfaction with the following "Recreation and Cultural Services."

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11a. Number of City parks	27.0%	39.6%	16.2%	6.2%	2.6%	8.5%
Q11b. Number of walking/biking trails	24.9%	38.0%	15.5%	8.5%	3.0%	10.0%
Q11c. Appearance of park grounds	21.0%	44.5%	18.8%	6.6%	1.7%	7.3%
Q11d. Overall quality of parks & recreation programs	21.4%	36.9%	17.9%	4.6%	1.7%	17.5%
Q11e. Quality of youth athletic programs	11.0%	19.6%	18.3%	4.3%	1.8%	45.0%
Q11f. Quality of adult athletic programs	10.4%	20.3%	17.7%	4.9%	2.1%	44.6%
Q11g. Quality of outdoor athletic fields	13.3%	32.0%	19.5%	4.9%	1.9%	28.5%
Q11h. Safety in City parks & park facilities	13.9%	37.5%	24.1%	7.7%	2.3%	14.6%
Q11i. Overall satisfaction with City swimming pools	12.6%	28.0%	17.8%	8.5%	3.8%	29.4%
Q11j. Satisfaction with aquatic programs	10.5%	18.8%	16.9%	6.2%	2.4%	45.3%
Q11k. Quality of facilities at City parks	14.2%	36.0%	23.3%	6.9%	1.9%	17.7%
Q11l. Cleanliness of library facilities	26.1%	37.4%	11.9%	1.7%	0.7%	22.1%
Q11m. Library programs	21.4%	30.5%	13.8%	2.7%	1.1%	30.4%
Q11n. Materials at libraries	22.1%	33.6%	15.0%	3.7%	1.9%	23.7%
Q11o. Library hours	17.2%	29.5%	18.8%	7.8%	3.4%	23.3%

WITHOUT DON'T KNOW**Q11. Please rate your satisfaction with the following "Recreation and Cultural Services." (without "don't know")**

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11a. Number of City parks	29.5%	43.2%	17.7%	6.7%	2.9%
Q11b. Number of walking/biking trails	27.7%	42.2%	17.2%	9.5%	3.3%
Q11c. Appearance of park grounds	22.7%	48.0%	20.3%	7.1%	1.9%
Q11d. Overall quality of parks & recreation programs	25.9%	44.8%	21.7%	5.6%	2.1%
Q11e. Quality of youth athletic programs	20.0%	35.7%	33.2%	7.8%	3.3%
Q11f. Quality of adult athletic programs	18.9%	36.6%	32.0%	8.9%	3.7%
Q11g. Quality of outdoor athletic fields	18.6%	44.7%	27.2%	6.9%	2.7%
Q11h. Safety in City parks & park facilities	16.3%	43.9%	28.1%	9.0%	2.7%
Q11i. Overall satisfaction with City swimming pools	17.8%	39.6%	25.2%	12.0%	5.4%
Q11j. Satisfaction with aquatic programs	19.2%	34.4%	30.8%	11.3%	4.3%
Q11k. Quality of facilities at City parks	17.3%	43.8%	28.3%	8.4%	2.3%
Q11l. Cleanliness of library facilities	33.5%	48.0%	15.3%	2.2%	0.9%
Q11m. Library programs	30.8%	43.9%	19.9%	3.9%	1.6%
Q11n. Materials at libraries	28.9%	44.0%	19.7%	4.9%	2.5%
Q11o. Library hours	22.4%	38.5%	24.6%	10.1%	4.4%

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide?

<u>Q12. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Number of City parks	174	13.8 %
Number of walking/biking trails	101	8.0 %
Appearance of park grounds	67	5.3 %
Quality of parks & recreation programs	116	9.2 %
Quality of youth athletic programs	68	5.4 %
Quality of adult athletic programs	15	1.2 %
Quality of outdoor athletic fields	7	0.6 %
Safety in City parks & park facilities	182	14.4 %
Overall satisfaction with City swimming pools	35	2.8 %
Satisfaction with aquatic programs	9	0.7 %
Quality of facilities at City parks	21	1.7 %
Cleanliness of library facilities	29	2.3 %
Library programs	105	8.3 %
Materials at libraries	85	6.7 %
Library hours	64	5.1 %
<u>None chosen</u>	<u>186</u>	<u>14.7 %</u>
Total	1264	100.0 %

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Number of City parks	81	6.4 %
Number of walking/biking trails	107	8.5 %
Appearance of park grounds	82	6.5 %
Quality of parks & recreation programs	66	5.2 %
Quality of youth athletic programs	78	6.2 %
Quality of adult athletic programs	22	1.7 %
Quality of outdoor athletic fields	19	1.5 %
Safety in City parks & park facilities	167	13.2 %
Overall satisfaction with City swimming pools	61	4.8 %
Satisfaction with aquatic programs	17	1.3 %
Quality of facilities at City parks	57	4.5 %
Cleanliness of library facilities	27	2.1 %
Library programs	72	5.7 %
Materials at libraries	101	8.0 %
Library hours	61	4.8 %
<u>None chosen</u>	<u>246</u>	<u>19.5 %</u>
Total	1264	100.0 %

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide?

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Number of City parks	58	4.6 %
Number of walking/biking trails	82	6.5 %
Appearance of park grounds	75	5.9 %
Quality of parks & recreation programs	72	5.7 %
Quality of youth athletic programs	53	4.2 %
Quality of adult athletic programs	36	2.8 %
Quality of outdoor athletic fields	23	1.8 %
Safety in City parks & park facilities	97	7.7 %
Overall satisfaction with City swimming pools	80	6.3 %
Satisfaction with aquatic programs	13	1.0 %
Quality of facilities at City parks	84	6.6 %
Cleanliness of library facilities	24	1.9 %
Library programs	73	5.8 %
Materials at libraries	89	7.0 %
Library hours	80	6.3 %
<u>None chosen</u>	<u>325</u>	<u>25.7 %</u>
Total	1264	100.0 %

Q12. Which THREE of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? (Sum of top 3 choices)

<u>Q12. Sum of top three choices</u>	<u>Number</u>	<u>Percent</u>
Number of City parks	313	24.8 %
Number of walking/biking trails	290	22.9 %
Appearance of park grounds	224	17.7 %
Quality of parks & recreation programs	254	20.1 %
Quality of youth athletic programs	199	15.7 %
Quality of adult athletic programs	73	5.8 %
Quality of outdoor athletic fields	49	3.9 %
Safety in City parks & park facilities	446	35.3 %
Overall satisfaction with City swimming pools	176	13.9 %
Satisfaction with aquatic programs	39	3.1 %
Quality of facilities at City parks	162	12.8 %
Cleanliness of library facilities	80	6.3 %
Library programs	250	19.8 %
Materials at libraries	275	21.8 %
Library hours	205	16.2 %
None chosen	186	14.7 %
Total	3221	

Q13. Please rate your satisfaction with the following "Residential and Neighborhood Services."

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13a. Quality of residential garbage collection	35.8%	43.3%	10.0%	4.2%	2.1%	4.6%
Q13b. Quality of residential yard waste collection	31.6%	40.3%	12.7%	4.3%	1.7%	9.4%
Q13c. Quality of residential curbside recycling services	37.1%	40.4%	9.2%	4.2%	2.5%	6.6%
Q13d. Household hazardous waste disposal service	13.1%	23.0%	18.3%	10.5%	3.7%	31.3%
Q13e. Bulky item pick-up/removal services	28.3%	37.3%	14.2%	6.3%	2.6%	11.2%
Q13f. Reliability of your electric service	37.7%	43.3%	9.6%	3.6%	2.3%	3.6%
Q13g. Safety of your drinking water	34.4%	40.2%	13.1%	4.2%	2.8%	5.2%
Q13h. Cleanliness of City streets & public areas	20.4%	47.0%	20.0%	7.9%	2.8%	1.8%
Q13i. Cleanliness of your neighborhood	27.5%	43.6%	15.9%	7.6%	3.5%	2.0%
Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	13.2%	28.0%	22.0%	14.0%	8.3%	14.5%

WITHOUT DON'T KNOW**Q13. Please rate your satisfaction with the following "Residential and Neighborhood Services." (without "don't know")**

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13a. Quality of residential garbage collection	37.6%	45.4%	10.4%	4.4%	2.2%
Q13b. Quality of residential yard waste collection	34.8%	44.5%	14.0%	4.7%	1.9%
Q13c. Quality of residential curbside recycling services	39.7%	43.3%	9.8%	4.5%	2.7%
Q13d. Household hazardous waste disposal service	19.1%	33.5%	26.6%	15.3%	5.4%
Q13e. Bulky item pick-up/removal services	31.9%	42.0%	16.0%	7.1%	2.9%
Q13f. Reliability of your electric service	39.0%	44.9%	9.9%	3.8%	2.4%
Q13g. Safety of your drinking water	36.3%	42.4%	13.9%	4.4%	3.0%
Q13h. Cleanliness of City streets & public areas	20.8%	47.9%	20.4%	8.1%	2.9%
Q13i. Cleanliness of your neighborhood	28.0%	44.5%	16.2%	7.7%	3.6%
Q13j. Code enforcement of weed lots, abandoned vehicles, graffiti & dilapidated buildings	15.4%	32.7%	25.7%	16.4%	9.7%

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?

Q14. 1st choice	Number	Percent
Residential garbage collection	283	22.4 %
Residential yard waste collection	17	1.3 %
Residential curbside recycling services	71	5.6 %
Household hazardous waste disposal service	45	3.6 %
Bulky item pick-up/removal services	34	2.7 %
Reliability of your electric service	141	11.2 %
Safety of your drinking water	276	21.8 %
Cleanliness of City streets & public areas	58	4.6 %
Cleanliness of your neighborhood	41	3.2 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dil...	144	11.4 %
None chosen	154	12.2 %
Total	1264	100.0 %

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?

Q14. 2nd choice	Number	Percent
Residential garbage collection	124	9.8 %
Residential yard waste collection	77	6.1 %
Residential curbside recycling services	104	8.2 %
Household hazardous waste disposal service	50	4.0 %
Bulky item pick-up/removal services	53	4.2 %
Reliability of your electric service	172	13.6 %
Safety of your drinking water	212	16.8 %
Cleanliness of City streets & public areas	99	7.8 %
Cleanliness of your neighborhood	85	6.7 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dil...	74	5.9 %
None chosen	214	16.9 %
Total	1264	100.0 %

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide?

Q14. 3rd choice	Number	Percent
Residential garbage collection	138	10.9 %
Residential yard waste collection	27	2.1 %
Residential curbside recycling services	109	8.6 %
Household hazardous waste disposal service	49	3.9 %
Bulky item pick-up/removal services	52	4.1 %
Reliability of your electric service	107	8.5 %
Safety of your drinking water	163	12.9 %
Cleanliness of City streets & public areas	129	10.2 %
Cleanliness of your neighborhood	87	6.9 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dil...	123	9.7 %
<u>None chosen</u>	280	22.2 %
Total	1264	100.0 %

Q14. Which THREE of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide? (Sum of top 3 choices)

Q14. Sum of top three choices	Number	Percent
Residential garbage collection	545	43.1 %
Residential yard waste collection	121	9.6 %
Residential curbside recycling services	284	22.5 %
Household hazardous waste disposal service	144	11.4 %
Bulky item pick-up/removal services	139	11.0 %
Reliability of your electric service	420	33.2 %
Safety of your drinking water	651	51.5 %
Cleanliness of City streets & public areas	286	22.6 %
Cleanliness of your neighborhood	213	16.9 %
Code enforcement of weed lots, abandoned vehicles, graffiti & dil...	341	27.0 %
<u>None chosen</u>	154	12.2 %
Total	3298	

Q15. Please rate your satisfaction with the following "Customer Service."

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15a. Austin Energy customer service	21.1%	37.1%	15.7%	4.4%	3.6%	18.0%
Q15b. Water & wastewater utility customer service	18.6%	34.6%	16.9%	3.8%	2.5%	23.7%
Q15c. Helpfulness of library staff	34.5%	26.1%	10.0%	1.2%	0.7%	27.5%
Q15d. Quality of customer service provided by City of Austin	20.2%	40.0%	19.8%	6.6%	2.3%	11.2%
Q15e. Services provided by City's 3-1-1 assistance telephone number	24.9%	28.2%	13.0%	3.5%	1.5%	28.9%
Q15f. Review services for residential & commercial building plans	5.9%	12.3%	15.2%	7.4%	5.7%	53.6%

WITHOUT DON'T KNOW**Q15. Please rate your satisfaction with the following "Customer Service." (without "don't know")**

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15a. Austin Energy customer service	25.8%	45.3%	19.2%	5.4%	4.3%
Q15b. Water & wastewater utility customer service	24.4%	45.3%	22.1%	5.0%	3.3%
Q15c. Helpfulness of library staff	47.6%	36.0%	13.8%	1.6%	1.0%
Q15d. Quality of customer service provided by City of Austin	22.7%	45.0%	22.3%	7.4%	2.6%
Q15e. Services provided by City's 3-1-1 assistance telephone number	35.0%	39.7%	18.2%	4.9%	2.1%
Q15f. Review services for residential & commercial building plans	12.6%	26.5%	32.8%	15.9%	12.3%

Q16. Please rate your satisfaction with the following "Other City Services."

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16a. Availability of affordable housing for low/moderate income families	6.9%	14.2%	20.1%	16.3%	10.4%	32.1%
Q16b. City's efforts to offer financial literacy/homebuyer education	6.2%	14.2%	18.0%	8.2%	4.7%	48.6%
Q16c. City's effort to promote & assist small, minority &/or women-owned businesses	7.3%	17.6%	19.1%	7.9%	4.1%	44.1%
Q16d. Shot for Tots & Big Shots program	13.4%	22.0%	13.6%	3.1%	1.4%	46.4%
Q16e. Food Safety Inspection program	11.1%	21.8%	17.8%	4.0%	1.6%	43.8%
Q16f. Neighborhood planning/zoning efforts	7.5%	22.8%	23.0%	12.4%	5.5%	28.7%
Q16g. Accessibility of municipal court services	7.8%	23.4%	19.3%	6.1%	2.5%	40.9%
Q16h. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	17.2%	30.4%	18.0%	7.7%	5.2%	21.5%

WITHOUT DON'T KNOW**Q16. Please rate your satisfaction with the following "Other City Services." (without "don't know")**

(N=1264)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a. Availability of affordable housing for low/moderate income families	10.1%	21.0%	29.6%	24.0%	15.3%
Q16b. City's efforts to offer financial literacy/homebuyer education	12.0%	27.7%	35.1%	16.0%	9.2%
Q16c. City's effort to promote & assist small, minority &/or women-owned businesses	13.0%	31.4%	34.1%	14.1%	7.4%
Q16d. Shot for Tots & Big Shots program	25.1%	41.1%	25.4%	5.8%	2.7%
Q16e. Food Safety Inspection program	19.7%	38.7%	31.7%	7.0%	2.8%
Q16f. Neighborhood planning/zoning efforts	10.5%	32.0%	32.3%	17.4%	7.8%
Q16g. Accessibility of municipal court services	13.1%	39.6%	32.7%	10.3%	4.3%
Q16h. City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	21.9%	38.7%	23.0%	9.8%	6.7%

Q17. Please indicate if you did any of the following activities during the past 12 months.

(N=1264)

	Yes	No	Don't Know
Q17a. Have you visited a City park	85.4%	13.4%	1.3%
Q17b. Have you participated in a City recreation program/event	38.8%	58.0%	3.2%
Q17c. Have you visited a City library facility	67.5%	31.1%	1.4%
Q17d. Have you visited a City pool	53.2%	45.3%	1.5%
Q17e. Have you visited a City recreation center	43.5%	53.8%	2.7%
Q17f. Have you had contact with City Municipal Court	34.3%	63.8%	1.9%
Q17g. Have you had contact with City for Code Enforcement	24.7%	72.7%	2.6%
Q17h. Have you visited Austin-Bergstrom International Airport	77.1%	22.0%	0.9%
Q17i. Have you called 3-1-1	56.3%	41.9%	1.9%
Q17j. Have you called 9-1-1	41.4%	56.6%	2.1%

Q17. (Continued) Please indicate if you did any of the following activities during the past 12 months.

	Yes	No	Don't Know
Q17k. Have you had contact with Austin Police Department	53.1%	45.6%	1.3%
Q17l. Have you had contact with Austin Fire Department	27.0%	71.6%	1.4%
Q17m. Have you had contact with Emergency Medical Services Department	30.6%	67.6%	1.7%
Q17n. Does Austin Energy provide your electric service	92.2%	6.2%	1.7%
Q17o. Does City collect garbage at your residence	91.5%	6.3%	2.3%
Q17p. Does City provide your home with water & wastewater services	95.4%	2.3%	2.3%

Q18. Using a scale of 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," please rate your level of agreement with the following statement: "Employees of the City of Austin are ethical in the way they conduct City business."

Q18. City employees are ethical in the way they conduct City business	Number	Percent
Strongly Disagree	50	4.0 %
Disagree	75	5.9 %
Neutral	234	18.5 %
Agree	448	35.4 %
Strongly Agree	200	15.8 %
Don't Know	257	20.3 %
Total	1264	100.0 %

Q19. Using a scale from 1 to 5, where "5" means the level of service provided by the City "should be much higher" than it is now and "1" means it "should be much lower", please indicate how the level of service provided by the City should change in each of the areas listed below. For additional reference, the 2012 budgeted amount in millions of dollars is listed with each service.

(N=1264)

	Should Be Much Higher	Should Be A Little Higher	Should Stay the Same	Should Be A Little Lower	Should Be Much Lower	Don't Know
Q19a. Police Patrol/Neighborhood Policing (\$132M)	15.2%	27.3%	36.0%	3.7%	1.9%	15.9%
Q19b. Police Investigations (\$43M)	12.5%	22.4%	37.9%	3.9%	1.7%	21.7%
Q19c. Traffic Enforcement (\$17M)	11.9%	18.0%	43.0%	7.9%	2.9%	16.3%
Q19d. Emergency Dispatch Services (911) (\$20M)	10.6%	22.6%	44.0%	1.4%	0.6%	20.7%
Q19e. Fire/Emergency Response (\$106M)	10.0%	21.1%	45.4%	2.4%	0.9%	20.2%
Q19f. Fire/Emergency Prevention (\$4M)	10.0%	20.2%	45.2%	3.0%	0.7%	21.0%
Q19g. Emergency Medical Services Response (\$35M)	10.5%	21.2%	45.9%	1.5%	0.5%	20.4%
Q19h. Public Safety Professional Standards & Training (\$27M)	9.5%	14.9%	41.1%	7.0%	1.9%	25.7%
Q19i. Municipal Court Services (\$11M)	5.3%	11.2%	46.0%	6.6%	2.1%	28.8%
Q19j. Library Services (\$20M)	13.8%	23.6%	36.5%	5.5%	2.9%	17.8%
Q19k. Park & Park Facility Maintenance (\$15M)	12.6%	28.2%	38.7%	3.0%	0.7%	16.8%
Q19l. Recreation Centers & Programs (\$15M)	10.3%	22.8%	39.8%	4.9%	1.4%	20.7%

Q19. (Continued) Using a scale from 1 to 5, where "5" means the level of service provided by the City "should be much higher" than it is now and "1" means it "should be much lower", please indicate how the level of service provided by the City should change in each of the areas listed below. For additional reference, the 2012 budgeted amount in millions of dollars is listed with each service.

	Should Be Much Higher	Should Be A Little Higher	Should Stay the Same	Should Be A Little Lower	Should Be Much Lower	Don't Know
Q19m. Pools & Aquatic Programs (\$5M)	12.3%	22.8%	39.6%	4.1%	1.4%	19.7%
Q19n. Museums & Arts Center Services (\$5M)	10.2%	21.6%	40.0%	6.3%	2.3%	19.7%
Q19o. Social Services Programs (homeless, basic needs) (\$25M)	16.8%	24.2%	28.4%	7.1%	5.0%	18.5%
Q19p. Animal Shelter and Services (\$8M)	11.5%	20.4%	39.4%	7.8%	2.8%	18.2%
Q19q. Disease Prevention & Community Health Programs (\$24M)	12.5%	22.3%	38.9%	4.4%	1.7%	20.2%
Q19r. One Stop Shop for Development Services (\$20M)	4.1%	10.9%	35.1%	6.8%	4.2%	38.8%
Q19s. Neighborhood Planning & Zoning (\$4M)	8.2%	16.9%	39.8%	6.1%	3.5%	25.6%
Q19t. Affordable Housing & Community Development (\$17M)	15.6%	21.9%	28.2%	7.4%	5.3%	21.6%
Q19u. Restaurant Inspections (\$4M)	9.8%	18.9%	44.3%	3.2%	1.0%	22.7%
Q19v. Code Compliance (zoning, property, housing violations) (\$7M)	8.6%	16.1%	41.6%	7.6%	2.9%	23.1%

WITHOUT DON'T KNOW

Q19. Using a scale from 1 to 5, where "5" means the level of service provided by the City "should be much higher" than it is now and "1" means it "should be much lower", please indicate how the level of service provided by the City should change in each of the areas listed below. For additional reference, the 2012 budgeted amount in millions of dollars is listed with each service. (without "don't know")

(N=1264)

	Should Be Much Higher	Should Be A Little Higher	Should Stay the Same	Should Be A Little Lower	Should Be Much Lower
Q19a. Police Patrol/Neighborhood Policing (\$132M)	18.1%	32.5%	42.8%	4.4%	2.3%
Q19b. Police Investigations (\$43M)	16.0%	28.6%	48.4%	4.9%	2.1%
Q19c. Traffic Enforcement (\$17M)	14.2%	21.5%	51.4%	9.5%	3.5%
Q19d. Emergency Dispatch Services (911) (\$20M)	13.4%	28.5%	55.5%	1.8%	0.8%
Q19e. Fire/Emergency Response (\$106M)	12.5%	26.5%	56.9%	3.0%	1.2%
Q19f. Fire/Emergency Prevention (\$4M)	12.6%	25.5%	57.2%	3.8%	0.9%
Q19g. Emergency Medical Services Response (\$35M)	13.1%	26.7%	57.7%	1.9%	0.6%
Q19h. Public Safety Professional Standards & Training (\$27M)	12.8%	20.0%	55.3%	9.4%	2.6%
Q19i. Municipal Court Services (\$11M)	7.4%	15.7%	64.7%	9.3%	2.9%
Q19j. Library Services (\$20M)	16.7%	28.7%	44.4%	6.6%	3.6%
Q19k. Park & Park Facility Maintenance (\$15M)	15.1%	33.9%	46.5%	3.6%	0.9%
Q19l. Recreation Centers & Programs (\$15M)	13.0%	28.8%	50.2%	6.2%	1.8%

WITHOUT DON'T KNOW

Q19. (Continued) Using a scale from 1 to 5, where "5" means the level of service provided by the City "should be much higher" than it is now and "1" means it "should be much lower", please indicate how the level of service provided by the City should change in each of the areas listed below. For additional reference, the 2012 budgeted amount in millions of dollars is listed with each service. (without "don't know")

	Should Be Much Higher	Should Be A Little Higher	Should Stay the Same	Should Be A Little Lower	Should Be Much Lower
Q19m. Pools & Aquatic Programs (\$5M)	15.4%	28.4%	49.4%	5.1%	1.8%
Q19n. Museums & Arts Center Services (\$5M)	12.6%	26.9%	49.8%	7.8%	2.9%
Q19o. Social Services Programs (homeless, basic needs) (\$25M)	20.6%	29.7%	34.9%	8.7%	6.1%
Q19p. Animal Shelter and Services (\$8M)	14.0%	25.0%	48.2%	9.5%	3.4%
Q19q. Disease Prevention & Community Health Programs (\$24M)	15.7%	27.9%	48.8%	5.5%	2.2%
Q19r. One Stop Shop for Development Services (\$20M)	6.7%	17.9%	57.4%	11.1%	6.9%
Q19s. Neighborhood Planning & Zoning (\$4M)	11.0%	22.7%	53.5%	8.2%	4.7%
Q19t. Affordable Housing & Community Development (\$17M)	19.9%	28.0%	35.9%	9.5%	6.8%
Q19u. Restaurant Inspections (\$4M)	12.7%	24.5%	57.3%	4.2%	1.3%
Q19v. Code Compliance (zoning, property, housing violations) (\$7M)	11.2%	21.0%	54.1%	9.9%	3.8%

Q20. Approximately how many years have you lived in the City of Austin?

Q20. How many years have you lived in City of
Austin

	Number	Percent
5 or less	156	12.3 %
6 to 10	147	11.6 %
11 to 15	167	13.2 %
16 to 20	135	10.7 %
21 to 30	222	17.6 %
31+	437	34.6 %
Total	1264	100.0 %

Q21. Which of the following best describes your AGE?

Q21. Your age	Number	Percent
18-34 years	250	19.8 %
35-44 years	258	20.4 %
45-54 years	255	20.2 %
55-64 years	277	21.9 %
65+ years	216	17.1 %
Not Provided	8	0.6 %
Total	1264	100.0 %

Q22. How many dependents (including yourself) did your household claim on its 2011 federal taxes?

Q22. How many dependents did you claim on 2011 federal taxes	Number	Percent
None	126	10.0 %
One	312	24.7 %
Two	381	30.1 %
Three	163	12.9 %
Four	153	12.1 %
Five or more	100	7.9 %
Not provided	29	2.3 %
Total	1264	100.0 %

Q23. Which of the following best describes your RACE?

Q23. Your race	Number	Percent
African American/Black	160	12.7 %
American Indian	19	1.5 %
Asian/Pacific Islander	46	3.6 %
Caucasian/White	735	58.1 %
Other	286	22.6 %
Not Provided	41	3.2 %
Total	1287	

Q24. Are you of Hispanic, Latino, or other Spanish ancestry?

<u>Q24. Hispanic, Latino, or other Spanish ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	428	33.9 %
No	767	60.7 %
Not Provided	69	5.5 %
Total	1264	100.0 %

Q25. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?

<u>Q25. Your annual household income</u>	<u>Number</u>	<u>Percent</u>
less than \$20K	165	13.1 %
\$20K-\$39,999	208	16.5 %
\$40K-\$59,999	172	13.6 %
\$60K-\$79,999	166	13.1 %
\$80K-\$149,999	217	17.2 %
\$150K+	167	13.2 %
Not Provided	169	13.4 %
Total	1264	100.0 %

Q26. What is your gender?

<u>Q26. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	604	47.8 %
Female	660	52.2 %
Total	1264	100.0 %

Q27. Do you own or rent your home?

<u>Q27. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	910	72.0 %
Rent	337	26.7 %
Not Provided	17	1.3 %
Total	1264	100.0 %



August 2012

Dear Austin resident,

The City of Austin wants to know about your satisfaction with our City services. Please take this opportunity to tell your City Council Members and City of Austin administrators what you think of the services provided by the Austin city government.

Please take a few minutes and tell us about:

- Your experiences with City programs, services and City staff, and
- Your preferences about how City officials should prioritize our programs and services.

Your individual responses will be kept confidential. Your input and participation are important parts of the City's planning efforts. Gathering citizen input to plan for the future will help the City of Austin toward becoming the **Best Managed City** in the country. Being best managed is about everybody in the organization providing the best services possible to the community we serve.

If you have any questions regarding this survey or would like to discuss the questions asked, please call the City of Austin Budget Office at 974-2610.

In the next few days, please answer the questions and return the completed questionnaire in the enclosed postage-paid envelope addressed to the ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. The ETC Institute's DirectionFinder® services will compile your responses for analysis and provide comparison citizen ratings from our peer cities. Once completed, we will present these results to the City Council and public.

Your input is extremely important! Thank you for taking the time to share your thoughts with us.

Marc A. Ott
City Manager

La ciudad de Austin quiere saber que tan bien esta proporcionando servicios a la comunidad, así que le esta pidiendo su opinión. ¡Su opinión es importante! Sus respuestas individuales serán mantenidas de forma confidencial. Si usted prefiere hacer la encuesta en Español, por favor llame gratis al (877) 433-3895 y hable con Chris Tatham. Necesitamos recibir sus respuestas en los próximos días. Muchas gracias.

2012 City of Austin Community Survey

Thank you for taking the time to complete this important survey. Please circle the response that most closely matches your opinion. **YOUR RESPONSES ARE CONFIDENTIAL.** When you are finished, please return your survey in the postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

1. Perceptions of the Community		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	The City of Austin as a place to live	5	4	3	2	1	9
B.	The City of Austin as a place to raise children	5	4	3	2	1	9
C.	The City of Austin as a place to work	5	4	3	2	1	9
D.	The City of Austin as a place to retire	5	4	3	2	1	9
E.	Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
F.	Overall quality of life in the city	5	4	3	2	1	9
G.	How well the City of Austin is planning growth	5	4	3	2	1	9
H.	Overall quality of services provided by the City of Austin	5	4	3	2	1	9

2. Overall Satisfaction with Major City Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
B.	Overall quality of city libraries	5	4	3	2	1	9
C.	Overall quality of public safety services (i.e. police, fire and ambulance)	5	4	3	2	1	9
D.	Overall quality of municipal court services (i.e. traffic, collection, fine collection)	5	4	3	2	1	9
E.	Overall quality of the Austin-Bergstrom International Airport	5	4	3	2	1	9
F.	Overall quality of drinking water provided by Austin Water Utility	5	4	3	2	1	9
G.	Overall quality of wastewater services provided by Austin Water Utility	5	4	3	2	1	9
H.	Overall quality of electric utility services provided by Austin Energy	5	4	3	2	1	9
I.	Overall maintenance of city streets and sidewalks	5	4	3	2	1	9
J.	Overall management of stormwater runoff	5	4	3	2	1	9
K.	Overall effectiveness of communication by the City of Austin	5	4	3	2	1	9
L.	Overall quality of health and human services provided by the City (social services, public health services, and restaurant inspections)	5	4	3	2	1	9
M.	Overall quality of planning, development review, permitting and inspection services	5	4	3	2	1	9
N.	Animal Services (shelter, adoptions, animal control, etc.)	5	4	3	2	1	9

3. Which THREE of the items in Question #2 do you think are most important for the city to provide?
[Write in the letters below using the letters from the list in Question 2].

1st. _____ 2nd. _____ 3rd. _____

4. Feeling of Safety		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please rate your level of agreement with the following statements:							
A.	I feel safe in my neighborhood during the day	5	4	3	2	1	9
B.	I feel safe in my neighborhood at night	5	4	3	2	1	9
C.	I feel safe in city parks	5	4	3	2	1	9
D.	I feel safe walking alone downtown during the day	5	4	3	2	1	9
E.	I feel safe walking alone downtown at night	5	4	3	2	1	9

5. Maintenance and Appearance of the City		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Condition of major city streets	5	4	3	2	1	9
B.	Condition of streets in your neighborhood	5	4	3	2	1	9
C.	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
D.	Timing of traffic signals on city streets	5	4	3	2	1	9
E.	Traffic flow on major city streets	5	4	3	2	1	9
F.	Pedestrian accessibility (The City's sidewalk system/network; number/availability of sidewalks)	5	4	3	2	1	9
G.	Bicycle accessibility (The City's bicycle lane system/network)	5	4	3	2	1	9
H.	Enforcement of local codes and ordinances	5	4	3	2	1	9

6. Which **THREE** of the items listed above in Question #5 do you think are most important for the City to provide? [Write in the letters below using the letters from the list in Question 5 above].

1st. _____ 2nd. _____ 3rd. _____

7. Public Safety Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
Police Services							
A.	Overall quality of police services	5	4	3	2	1	9
B.	Speed of emergency police response (How quickly police respond to emergencies)	5	4	3	2	1	9
C.	Enforcement of local traffic laws	5	4	3	2	1	9
Fire and Emergency Medical Services (EMS)							
D.	Overall quality of fire services	5	4	3	2	1	9
E.	Timeliness of Fire response to emergency location (How quickly firefighters respond to emergencies)	5	4	3	2	1	9
F.	Medical assistance provided by EMS (Overall quality of ambulance services)	5	4	3	2	1	9
G.	Timeliness of EMS response to emergency location	5	4	3	2	1	9

8. Which **TWO** of the public safety services listed above in Question #7 do you think are most important for the City to provide? [Write in the letters below using the letters from the list in Question 7 above].

1st. _____ 2nd. _____

9. Environmental Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Water and wastewater utility response time to emergencies	5	4	3	2	1	9
B.	Water Conservation programs within Austin	5	4	3	2	1	9
C.	Energy Conservation program	5	4	3	2	1	9
D.	The water quality of lakes and streams	5	4	3	2	1	9
E.	Flood control efforts	5	4	3	2	1	9

10. Which **TWO** of the environmental services listed above in Question #9 do you think are most important for the City to provide? [Write in the letters below using the letters from the list in Question 9 above].

1st. _____ 2nd. _____

11. Recreation and Cultural Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Number of city parks	5	4	3	2	1	9
B.	Number of walking/biking trails	5	4	3	2	1	9
C.	Appearance of park grounds in Austin	5	4	3	2	1	9
D.	Overall quality of parks and recreation programs offered by the Austin Parks Department	5	4	3	2	1	9
E.	Quality of youth athletic programs offered by the City	5	4	3	2	1	9
F.	Quality of adult athletic programs offered by the City	5	4	3	2	1	9
G.	Quality of outdoor athletic fields	5	4	3	2	1	9
H.	Safety in city parks and park facilities	5	4	3	2	1	9
I.	Overall satisfaction with city swimming pools	5	4	3	2	1	9
J.	Satisfaction with aquatic programs	5	4	3	2	1	9
K.	Quality of facilities, such as picnic shelters and playgrounds, at city parks	5	4	3	2	1	9
L.	Cleanliness of library facilities	5	4	3	2	1	9
M.	Library programs	5	4	3	2	1	9
N.	Materials at libraries	5	4	3	2	1	9
O.	Library hours	5	4	3	2	1	9

12. Which **THREE** of the recreation and cultural services listed above in Question #11 do you think are most important for the City to provide? [Write in the letters below using the letters from the list in Question 11 above].

1st. _____ 2nd. _____ 3rd. _____

13. Residential and Neighborhood Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Quality of residential garbage collection	5	4	3	2	1	9
B.	Quality of residential yard waste collection	5	4	3	2	1	9
C.	Quality of residential curbside recycling services	5	4	3	2	1	9
D.	Household hazardous waste disposal service	5	4	3	2	1	9
E.	Bulky item pick-up/removal services	5	4	3	2	1	9
F.	Reliability of your electric service	5	4	3	2	1	9
G.	Safety of your drinking water	5	4	3	2	1	9
H.	Cleanliness of city streets and public areas	5	4	3	2	1	9
I.	Cleanliness of your neighborhood	5	4	3	2	1	9
J.	Code enforcement of weed lots, abandoned vehicles, graffiti and dilapidated buildings	5	4	3	2	1	9

14. Which **THREE** of the residential and neighborhood services listed above in Question #13 do you think are most important for the City to provide? [Write in the letters below using the letters from the list in Question 13 above].

1st. _____ 2nd. _____ 3rd. _____

15. Customer Service		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Austin Energy customer service	5	4	3	2	1	9
B.	Water and wastewater utility customer service	5	4	3	2	1	9
C.	Helpfulness of library staff	5	4	3	2	1	9
D.	Overall quality of customer service provided by the City of Austin	5	4	3	2	1	9
E.	Services provided by the City's 3-1-1 assistance telephone number	5	4	3	2	1	9
F.	Review services for residential and commercial building plans	5	4	3	2	1	9

16. Other City Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please rate your satisfaction with the following:							
A.	Availability of affordable housing for low/moderate income families	5	4	3	2	1	9
B.	The City's efforts to offer financial literacy/homebuyer education	5	4	3	2	1	9
C.	City's effort to promote and assist small, minority and/or women-owned businesses	5	4	3	2	1	9
D.	Shot for Tots and Big Shots program (immunizations)	5	4	3	2	1	9
E.	Food Safety Inspection program	5	4	3	2	1	9
G.	Neighborhood planning/zoning efforts	5	4	3	2	1	9
H.	Accessibility of municipal court services	5	4	3	2	1	9
I.	The City's efforts to support diversity by serving people equally regardless of their race, religion, ethnicity, age, or abilities	5	4	3	2	1	9

17. Usage of City Services and Facilities		YES	NO	Don't Know
Please indicate if you did any of the following activities during the past 12 months by circling YES or NO:				
A.	Have you visited an Austin City park?	1	2	9
B.	Have you participated in a City of Austin recreation program / event?	1	2	9
C.	Have you visited an Austin library facility?	1	2	9
D.	Have you visited a City pool?	1	2	9
E.	Have you visited a City recreation center?	1	2	9
F.	Have you had contact with the City of Austin Municipal Court?	1	2	9
G.	Have you had contact with the City for Code Enforcement?	1	2	9
H.	Have you visited the Austin-Bergstrom International Airport?	1	2	9
I.	Have you called 3-1-1?	1	2	9
J.	Have you called 9-1-1?	1	2	9
K.	Have you had contact with the Austin Police Department?	1	2	9
L.	Have you had contact with the Austin Fire Department?	1	2	9
M.	Have you had contact with the Emergency Medical Services Department?	1	2	9
Please indicate if you receive services from the following organizations:				
N.	Does Austin Energy provide your electric service?	1	2	9
O.	Does the City of Austin collect garbage at your residence?	1	2	9
P.	Does the City of Austin provide your home with water and wastewater services?	1	2	9

18. Using a scale of 1 to 5, where 1 means “strongly disagree” and 5 means “strongly agree,” please rate you level of agreement with the following statement: **“Employees of the City of Austin are ethical in the way they conduct City business.”**

- ___(1) Strongly DISAGREE
 ___(2) DISAGREE
 ___(3) Neutral
 ___(4) AGREE
 ___(5) Strongly AGREE
 ___(9) Don't Know

19. Expectation of Services.

Using a scale from 1 to 5, where “5” means the level of service provided by the City “should be much higher” than it is now and “1” means it “should be much lower”, please indicate how the level of service provided by the City should change in each of the areas listed below. For additional reference, the 2012 budgeted amount in millions of dollars is listed with each service.

		Should Be Much Higher	Should Be A Little Higher	Should Stay the Same	Should Be A Little Lower	Should Be Much Lower	Don't Know
Public Safety Services							
A.	Police Patrol/Neighborhood Policing (\$132M)	5	4	3	2	1	9
B.	Police Investigations (\$43M)	5	4	3	2	1	9
C.	Traffic Enforcement (\$17M)	5	4	3	2	1	9
D.	Emergency Dispatch Services (911) (\$20M)	5	4	3	2	1	9
E.	Fire/Emergency Response (\$106M)	5	4	3	2	1	9
F.	Fire Emergency Prevention (\$4M)	5	4	3	2	1	9
G.	Emergency Medical Services Response (\$35M)	5	4	3	2	1	9
H.	Public Safety Professional Standards and Training (\$27M)	5	4	3	2	1	9
I.	Municipal Court Services (\$11M)	5	4	3	2	1	9
Community Services							
J.	Library Services (\$20M)	5	4	3	2	1	9
K.	Park and Park Facility Maintenance (\$15M)	5	4	3	2	1	9
L.	Recreation Centers and Programs (\$15M)	5	4	3	2	1	9
M.	Pools and Aquatic Programs (\$5M)	5	4	3	2	1	9
N.	Museums and Arts Center Services (\$5M)	5	4	3	2	1	9
O.	Social Services Programs (homeless, basic needs) (\$25M)	5	4	3	2	1	9
P.	Animal Shelter and Services (\$8M)	5	4	3	2	1	9
Q.	Disease Prevention and Community Health Programs (\$24M)	5	4	3	2	1	9
Planning, Development and Inspection Services							
R.	One Stop Shop for Development Services (\$20M)	5	4	3	2	1	9
S.	Neighborhood Planning and Zoning (\$4M)	5	4	3	2	1	9
T.	Affordable Housing and Community Development (\$17M)	5	4	3	2	1	9
U.	Restaurant Inspections (\$4M)	5	4	3	2	1	9
V.	Code Compliance (zoning, property, housing violations) (\$7M)	5	4	3	2	1	9

Demographics

Our last questions are about you and your household. Your individual responses will be kept confidential.

20. Approximately how many years have you lived in the City of Austin? _____ years

21. Which of the following best describes your AGE?

____(1) 18-24 years

____(4) 45-54 years

____(2) 25-34 years

____(5) 55-64 years

____(3) 35-44 years

____(6) 65+ years

22. How many dependents (including yourself) did your household claim on its 2011 federal taxes?

_____ people

23. Which of the following best describes your RACE?

____(1) African American/Black

____(4) Caucasian/White

____(2) American Indian

____(5) Other: _____

____(3) Asian/Pacific Islander

24. Are you Hispanic, Latino, or of other Spanish ancestry? ____ (1) Yes ____ (2) No

25. Which of the following best describes your ANNUAL HOUSEHOLD INCOME?

____(1) less than \$20,000

____(4) \$60,000 - \$79,999

____(2) \$20,000 - \$39,999

____(5) \$80,000 - \$149,999

____(3) \$40,000 - \$59,999

____(6) \$150,000 or more

26. What is your gender? ____ (1) Male ____ (2) Female

27. Do you own or rent your home? ____ (1) Own ____ (2) Rent

28. What is your HOME zip code? _____

[OPTIONAL] If there was ONE thing you could share with the Mayor regarding the City of Austin (any comment, suggestion, etc.), what would it be? (please write your idea below)

INTEREST IN A FOCUS GROUP. If you would be willing to participate in a focus group sponsored by the City of Austin to discuss some of the issues addressed in this survey, please provide your contact information below.

Your Name: _____ Phone: _____ E-mail: _____

This concludes the survey. Thank you for your time!
Please return your survey in the postage-paid envelope addressed to ETC Institute

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information.